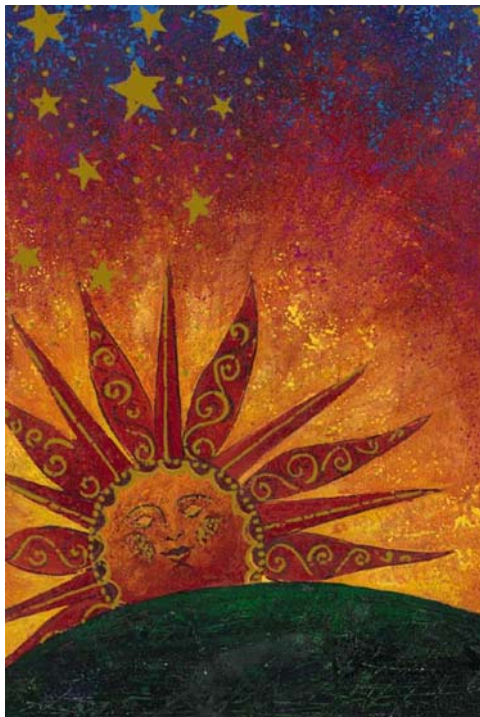


*State of New Hampshire
Bureau of
Education and Training*



Training Opportunities

July 2005 – June 2006

www.nh.gov/hr

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Class Calendar

Please refer to the Course Offering Directory above to find the description, fee, time and location of specific courses in this catalog.

Date	Course
July 11	Motivation
July 11 & 12	Microsoft Word I
July 12	Personnel Rules/EAP (CPS State employees, Tracks 1 & 2)
July 14	Listening Skills
July 18	Conducting Effective Meetings
July 19	Personnel Rules/EAP (CPS State employees, Tracks 3 & 4)
July 25 & 26	Microsoft Access I
July 25, 26 & 27	CPM Primer
July 25 – Sep. 14	A+ Hardware & Operations
July 26	Personnel Rules/EAP (CPS State employees, Tracks 5 & 6)
July 28	Time Management
July 29	Dealing with Difficult People
Aug. 1 & 2	Microsoft Excel I
Aug. 3, 4 & 5	Supervising Employee Performance (CPS Tracks 1 & 4)
Aug. 8 & 9	Microsoft Word II
Aug. 9, 10 & 11	Confined Space
Aug. 10, 11 & 12	Supervising Employee Performance (CPS Tracks 2 & 5)
Aug. 10, 11 & 12	Negotiation Techniques
Aug. 15 & 16	Microsoft Excel II
Aug. 17, 18 & 19	Supervising Employee Performance (CPS Tracks 3 & 6)
Aug. 18 & 19	Microsoft Access I
Aug. 22	CPM-Level 1 Orientation
Aug. 22 & 23	Microsoft Access II
Aug. 24	Securing Your PC
Aug. 24, 25 & 26	Supervising Employee Performance
Aug. 29	CPM-Level 2 Orientation
Sept. 1 & 2	Continuous Process Improvement (CPS Tracks 1 & 6)
Sept. 6	Myers-Briggs Type Indicator (CPM-1 Tracks 1 & 2)
Sept. 7	Time Management (CPM-1 Tracks 1 & 2)
Sept. 7	Basic PC Skills
Sept. 8 & 9	Introduction to Personal Computers
Sept. 8 & 9	Continuous Process Improvement (CPS Tracks 2 & 5)
Sept. 12 & 13	Microsoft Excel I
Sept. 12, 19 & 26	Supervising Employee Performance
Sept. 13	Myers-Briggs Type Indicator (CPM-1 Tracks 3 & 4)
Sept. 14	Time Management (CPM-1 Tracks 3 & 4)
Sept. 14 & 15	Microsoft Excel III
Sept. 15	Introduction to Human Resources (HR participants only)
Sept. 15 & 16	Continuous Process Improvement (CPS Tracks 3 & 4)
Sept. 16	DISC Personality Profile (CPM-2 only)
Sept. 19 & 20	Microsoft Access III
Sept. 20	Myers-Briggs Type Indicator (CPM-1 Tracks 5 & 6)
Sept. 21	Time Management (CPM-1 Tracks 5 & 6)

Sept. 22	Introduction to Windows XP
Sept. 22 & 23	Continuous Process Improvement
Sept. 23	Grant Writing (Day 1 of 4)
Sept. 26	Preventing Workplace Harassment
Sept. 26 & 27	Using Microsoft PowerPoint
Sept. 26 – Nov. 2	Network+ Technician
Sept. 27	Myers-Briggs Type Indicator
Sept. 28	Time Management
Sept. 28 & 29	Microsoft Word I
Oct. 3 & 4	Microsoft Access I
Oct. 3 & 4	Understanding & Valuing Differences (CPM-1 Tracks 1 & 4)
Oct. 5 & 6	Project Management (CPM-2 only)
Oct. 5 & 6	Microsoft Excel I
Oct. 7	Excellence in Supervision: The CPS Capstone (Tracks 1 & 3)
Oct. 10 & 11	Microsoft Access II
Oct. 10 & 11	Understanding & Valuing Differences (CPM-1 Tracks 2 & 6)
Oct. 12	Department of Labor Rules & Regulations
Oct. 12	Return to Work Program
Oct. 12 & 13	Microsoft Excel II
Oct. 13	Conducting Effective Meetings
Oct. 14	Excellence in Supervision: The CPS Capstone (Tracks 2 & 4)
Oct. 17 & 18	Access Database Design
Oct. 17 & 18	Understanding & Valuing Differences (CPM-1 Tracks 3 & 5)
Oct. 19	Securing Your PC
Oct. 21	Excellence in Supervision: The CPS Capstone (Tracks 5 & 6)
Oct. 24 & 25	Understanding & Valuing Differences
Oct. 24 & 25	Critical Thinking for Managers (CPM-2 only)
Oct. 27	Customer Service
Oct. 28	Grant Writing (Day 2 of 4)
Oct. 28	CPM Capstone Program (All Tracks)
Nov. 1 & 2	Human Resources and the Law (HR)
Nov. 1, 2 & 3	Confined Space
Nov. 2	CPR/AED/First Aid
Nov. 4	CPS 2005 Graduation
Nov. 7	Preventing Workplace Harassment
Nov. 7 & 8	Creative Problem Solving (CPM-1 Tracks 1 & 6)
Nov. 9 & 10	Microsoft Access I
Nov. 14 & 15	Creative Problem Solving (CPM-1 Tracks 2 & 5)
Nov. 16	Collective Bargaining / Managing in a Union Environment (CPM-2 & HR)
Nov. 17	Accident Reporting & Investigation
Nov. 17	Effective Joint Loss Management Committees
Nov. 28 & 29	Microsoft Excel I
Nov. 28 & 29	Creative Problem Solving (CPM-1 Tracks 3 & 4)
Nov. 30 & Dec. 1	Microsoft Word I
Dec. 1 & 2	Introduction to Supervision (CPM-1 Tracks 1 & 3)
Dec. 2	Grant Writing (Day 3 of 4)
Dec. 5	Word Booklets & Brochures
Dec. 5 & 6	Creative Problem Solving
Dec. 6	E-Mail Workshop
Dec. 7	Microsoft Outlook
Dec. 8 & 9	Introduction to Supervision (CPM-1 Tracks 2 & 4)
Dec. 12 & Jan. 9	Project Consultations (CPM-2 only)

Dec. 14	Indoor Air Quality
Dec. 15 & 16	Introduction to Supervision (CPM-1 Tracks 5 & 6)
Dec. 19	Internet Explorer
Dec. 19 & 20	Introduction to Supervision
Dec. 20	Research on the Internet
Dec. 21	Merge Workshop
Jan. 4 & 5	Microsoft Excel I
Jan. 4, 5 & 6	Negotiation Techniques (CPM-2 only)
Jan. 6	Grant Writing (Day 4 of 4)
Jan. 9	Preventing Workplace Harassment
Jan. 9 & 10	Microsoft Access I
Jan. 10 - 12	Supervising Employee Performance (HR/CPM-1 Tracks 1 & 4)
Jan. 11	Health & Safety Management
Jan. 11	Health & Safety Program Development
Jan. 11 & 12	Microsoft Access II
Jan. 17 & 18	Project Management Fundamentals
Jan. 17 - 19	Supervising Employee Performance (HR/CPM-1 Tracks 2 & 5)
Jan. 18 & 19	Assertive Communication
Jan. 24 - 26	Supervising Employee Performance (HR/CPM-1 Tracks 3 & 6)
Jan. 25	Time Management
Jan. 30 & 31	Microsoft Access III
Feb. 1	State Budget & Purchasing (CPM-2 only)
Feb. 1 & 2	Microsoft Excel II
Feb. 6 & 7	Using Microsoft PowerPoint
Feb. 7	Interviewing Techniques (CPM-1 Tracks 1 & 5)
Feb. 7	Conducting Effective Meetings
Feb. 8	Fire & Life Safety Awareness
Feb. 8	Emergency Planning for the Building Manager & Fire Prevention Self-Inspection Program for State-Owned Buildings
Feb. 9 & 10	Personnel Appeals (CPM-1 Tracks 1, 2 & 3)
Feb. 13 & 14	Microsoft Word I
Feb. 14	Interviewing Techniques (CPM-1 Tracks 2 & 3)
Feb. 15	ADA/Workers Comp/Sexual Harassment (CPM-2 only)
Feb. 15	Basic PC Skills
Feb. 15	Confined Space Refresher
Feb. 16	Creating a Positive Organizational Culture
Feb. 16 & 17	Introduction to Personal Computers
Feb. 16 & 17	Personnel Appeals (CPM-1 Tracks 4, 5 & 6)
Feb. 17	Benefits and Compensation (HR only)
Feb. 21	Interviewing Techniques (CPM-1 Tracks 4 & 6)
Feb. 21 & 22	Microsoft Word II
Feb. 23	Introduction to Windows XP
Feb. 27 & 28	Microsoft Access I
Feb. 28	Interviewing Techniques
Mar. 1 & 2	Microsoft Word III
Mar. 2 & 3	General Accounting Principles
Mar. 6, 13 & 20	Supervising Employee Performance
Mar. 7 & 8	Managing Conflict Seminar (CPM-1 Tracks 1 & 2)
Mar. 8	Health & Safety (HR)
Mar. 9	CPR/AED/First Aid
Mar. 14 & 15	Managing Conflict Seminar (CPM-1 Tracks 3 & 4)
Mar. 15	Ergonomics
Mar. 15	Safety Inspection Programs

Mar. 16	Dealing with Difficult People
Mar. 21 & 22	Managing Conflict Seminar (CPM-1 Tracks 5 & 6)
Mar. 22	Using Numbers to Persuade and Inform (CPM)
Mar. 27	Preventing Workplace Harassment
Mar. 27	Internet Explorer
Mar. 28	Research on the Internet
Mar. 28 & 29	Managing Conflict Seminar
Mar. 29 & 30	Business Writing
Apr. 3 & 4	Microsoft Excel I
Apr. 4 & 18	Speaking & Presentation Dynamics (CPM-1 Tracks 1 & 4)
Apr. 5 & 19	Speaking & Presentation Dynamics (CPM-1 Tracks 2 & 5)
Apr. 6 & 20	Speaking & Presentation Dynamics (CPM-1 Tracks 3 & 6)
Apr. 7, 14 & 21	Strategic Planning (CPM-2 only)
Apr. 10 & 11	Microsoft Access I
Apr. 11	Legislative Process (CPM-1 Tracks 1 & 4)
Apr. 12	Legislative Process (CPM-1 Tracks 2 & 5)
Apr. 12	Motivation
Apr. 12 & 13	Microsoft Access II
Apr. 13	Legislative Process (CPM-1 Tracks 3 & 6)
Apr. 13	Hazardous & Toxic Substances
Apr. 13	Respiratory Protection
Apr. 17 & 18	Microsoft Excel II
Apr. 19 & 20	Microsoft Excel III
Apr. 24 & 25	Excel Macro Workshop
Apr. 25	Listening Skills
May 1 & 2	Microsoft Word I
May 1, 8 & 15	Supervising Employee Performance
May 2 & 9	Continuous Process Improvement (CPM-1 Tracks 1 & 6)
May 3 & 10	Continuous Process Improvement (CPM-1 Tracks 2 & 5)
May 4 & 11	Continuous Process Improvement (CPM-1 Tracks 3 & 4)
May 8 & 9	Microsoft Access III
May 9	Confined Space Refresher
May 10 & 11	Access Database Design
May 17	Responding to Hazardous Material Releases
May 17	Bloodborne Pathogens
May 17	E-Mail Workshop
May 18	Microsoft Outlook
May 18	Ethics & Integrity in Managing Gov't. Programs (CPM-2 & HR)
May 22	Preventing Workplace Harassment
May 22 & 23	Project Management Fundamentals
May 23	MBTI Step 2
May 25 & 26	Microsoft Excel I
May 31 & June 1	Microsoft Access I
June 5 & 6	Microsoft Word II
June 6	Comprehensive Exam (CPM-1 Tracks 1 & 3)
June 7	Comprehensive Exam (CPM-1 Tracks 2 & 4)
June 7	Electrical Safety
June 7	Lockout/Tagout
June 7	Merge Workshop
June 8	Comprehensive Exam (CPM-1 Tracks 5 & 6, and CPM-2)
June 12 & 13	Microsoft Word III
June 13	CPS Capstone (CPM-1 Tracks 1 & 3)
June 14	CPS Capstone (CPM-1 Tracks 2 & 4)

June 15	CPS Capstone (CPM-1 Tracks 5 & 6)
June 16	CPM Capstone (CPM-2 only)
June 26 & 27	Excel Macro Workshop
June 28	Noise
June 29 & 30	Microsoft Excel III
June 30	CPMP 2006 Graduation

Mission Statement

State of New Hampshire
Division of Personnel
Bureau of Education and Training

Mission



The mission of the Division of Personnel, Bureau of Education and Training, is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire.

Guiding Principles

To meet our mission, the Bureau is committed to continuous improvement through the following principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to government agencies.
- Providing training specified by RSA 21-I:42.

Staff

Monika Bissell, Director
Dennis Martino, Staff Development and Training Specialist
James Ramanek, Computer Trainer/Program Developer
Ray Sourdif, Staff Development and Training Specialist
Ruth Viola, Program Assistant

Cadre of Trainers

Listed below are individuals we would like to thank for taking time out of their very busy schedules to provide training for state employees. Their help is essential to the success of our programs.

Jacqueline Beaman, Joseph Bouchard, Katharine Daly, EAP Staff, Bonny John, Roxanne Juliano, Cheryl Killam, Bob Lawson, Sheri Rockburn, Stephen Smith, Mary Ann Steele, Sara Willingham.

Registration Policy

- Bureau of Education and Training workshops and seminars are for all state, county, and municipal employees. Registration is on a first-come, first-served basis.
- Applications should be made on a Bureau of Education and Training registration form. Please complete each section and obtain required signatures. For courses with fees, follow the REGISTRATION SCHEDULE on the next page.

If your department is paying for you to attend a course, it is important that a copy of your registration form be forwarded to your payroll officer to ensure that payment is made.

- To ensure participants have the best possible learning experience, we limit class sizes. Therefore, we may not be able to accept everyone who applies for a program. Applicants who are not admitted to a program are placed on a waiting list and given preference for the same program at a later date.
- Workshops need the minimum number of people specified in the catalogue to be presented. In the event that fewer than the minimum are enrolled, the workshop will be canceled and those signed up will be notified either in writing or by phone.
- Applicants will be notified of enrollment status approximately 10 days prior to the start of the course. If you have not heard from us by that time, please call us at 271-1434.
- Being admitted to a program means we are holding a place for you. If you find that you cannot attend, please let us know as soon as possible.
- The Bureau of Education and Training wishes to provide equal training opportunities to all participants. This includes providing equal access to training facilities. Please let us know, in advance, if you require any special needs so that appropriate accommodations can be made.

NOTE: Your agency may have additional registration procedures. Please check with your supervisor for more information regarding registering for programs.

Registration Schedule and Form

To process payment for course registration, please use the following procedure:

State agencies:

- Process payment on an **intra-governmental payment voucher (PV)** using the following information:
Object Code: 0803
Seller Account Dist: Fund 010
Agency: 014
Organization: 1048
Revenue Source: 7483
- Include the class code under "vendor invoice info" and enter either participant name or number of participants (if more than one participant) under "description".
- Attach a copy of the PV to the registration form and forward to the Bureau of Education & Training.

Counties, municipalities, and employees paying for their own courses:

Attach a check made payable to **Treasurer, State of NH** to the registration form and forward to: Bureau of Education and Training, 25 Capitol St., Concord, NH 03301.

Bureau of Education and Training Registration Form

Return to: Bureau of Education and Training
New Hampshire Division of Personnel
25 Capitol Street, Concord, NH 03301
Fax: (603) 271-1422

YOU MAY PHOTOCOPY THIS FORM.

Course Title: _____ Course Code: _____

Course Date(s): _____ Cost: _____

Name: _____ Work Phone #: _____
(Please print name as it should appear on Certificate)

Department: _____ Division: _____

Work Address: _____

E-mail Address: _____

Name & Title of Immediate Supervisor: _____

Authorizing Signature of Supervisor: _____

Have you met the prerequisite(s) for this course, if any? Yes _____ No _____ N/A _____

PLEASE NOTE: *It is your responsibility to attend all classes or send a replacement. For courses longer than one day, the person enrolled in the first session must attend all classes; classes cannot be split between individuals. Call 271-1434 (Ruth Viola) at least 5 working days prior to the start of your class to notify of any change.*

EMPLOYEE SIGNATURE: _____

Directions to Program Locations

Directions to Fish and Game Department

From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right onto Bridge Street and go over the bridge and past the Everett Arena. Proceed in the left hand lane to the set of lights at the top of the hill where you will turn left onto Hazen Drive. Turn left at sign for the Fish & Game Department.

From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left onto Bridge Street and go straight over the bridge and past the Everett Arena. Proceed in the left hand lane... (see directions above).

Directions to Administrative Services Data Center (ASDC)

Follow directions for Fish and Game above. Turn in at entrance for Fish and Game and take the 2nd left. Follow this road to the back parking lot of the Health and Human Services Building where there are two flagpoles. This is the area where you will be entering the building. Parking after 8:30 can be difficult. Do **NOT** park in a reserved space. If you get lost, call 271-3761 and ask for directions.

Directions to Franklin Pierce College

Located at 5 Chenell Drive. From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Loudon Road. Go over the bridge and past the Everett Arena. Proceed to the set of lights at the top of the hill. Go straight through lights and take your first **right** onto Blodgett Road (turn is just **after** Colebrook Savings Bank and just **before** Wendy's Restaurant), which becomes Pembroke Road as soon as you go around the corner. Follow Pembroke Road past Sprague Electric. Chenell Drive is on the right.

From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left toward Loudon Road and go straight over the bridge and past the Everett Arena. Proceed to the set of lights... (see directions above).

Directions to the TechMarket Training Center

Located at Prescott Park, 105 Loudon Road in Concord. From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Route 9/Loudon Road. Follow Loudon Road for approximately one mile. You will pass the State Office Park East on your left. Prescott Park is the set of brick buildings directly after Dunkin' Donuts on your left. The entrance to the parking lot is immediately after the last brick building. Training rooms are on the third floor of Building 3 (the building on the left when facing them from the road).

From **I-93 going south** take **exit 14** towards Route 9/Loudon Road. Turn left onto Loudon Road. (Follow directions above.)

Directions to NH Technical Institute

From **I-93 coming north**, take **exit 14**. Go straight across the intersection onto Fort Eddy Road. Continue going straight, following directions to the NH Technical Institute.

From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left onto Bridge Street. From Bridge Street take the second left onto Fort Eddy Road. Continue going straight... (see directions above).

From **Route 4 get onto I-393 west** and take **exit 1** (Fort Eddy Road). Follow directions to the NH Technical Institute. ***For your information...*** Meals are not included in the workshop fee for NHTI; however, participants may choose to eat lunch in the cafeteria (Little Hall), or in the Snack Bar (Sweeney Tech. Center). Snacks for morning and afternoon breaks will be provided.

Directions to the Army National Guard Training Site in Center Strafford

From **I-93 North or South**, take **exit 15** to I-393. Take I-393 to Route 4 headed toward Durham. At the Epsom Traffic Circle/Rotary, go $\frac{3}{4}$ around the circle, taking Route 28 toward Chichester and Alton. Stay on Route 28 until you see Route 126, which is 4-5 miles after Pittsfield. Turn right onto Route 126 and go 9 miles. The training facility will be on your left. You can't miss it! It is well marked and quite large. (Located 30 miles from the center of Concord).

Directions to Legislative Office Building (LOB) and State House Annex

From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn left onto Bridge Street. For **LOB**, continue up Bridge Street. At lights on Main Street, go straight across. Turn left at the next set of lights (Center Street). The LOB is directly across the street from the State House. To get to the **State House Annex**, turn **left** when you get to Main Street and then take a right onto School Street.

From **I-93 coming south**, take **exit 14**. At the bottom of the ramp, turn right onto Bridge Street. Continue up Bridge Street...(see directions above).

Earn College Credit for Courses in this Catalogue!

The Bureau of Education and Training works with local colleges to help state, municipal, and county employees earn college credits for courses taken through us.

✂ **New Hampshire Technical Institute** will award up to 10 college credits toward an Associate's degree for people who have successfully completed either level of the New Hampshire Certified Public Manager Program (NHCPMP), sponsored by the Bureau of Education and Training.

✂ **Springfield College** (Manchester, NH) has agreed to award credits toward a Bachelor's degree to any state, municipal, or county employee for the successful completion of training as outlined below.

Certified Public Supervisor:

SHSB 29	Basic Supervision	3 credits
SHSB 104	Basic Management Skills	3 credits
	Human Service Trainings	2 credits
	Total	8 credits

Certified Public Manager:

SHSB 101	Administration I	3 credits
SHSB 102	Administration II	3 credits
MGTE 305	Managerial Supervision	3 credits
MGTE 341	Business Management	
	Field Experience	3 credits
MGTE 479	Personnel Management/Human	
	Resources Management	3 credits
	Human Service Trainings	2 credits
	Total	17 credits

✂ The following course transfers have been approved by **Franklin Pierce College** toward MBA graduate credits. Both the Level I [Certified Public Supervisor Program] and Level II [Certified Public Manager Program] are part of the new agreement. Credit will be awarded according to the formula below:

Level One	GM563	Human Resource Management
Level Two	GM540	Organizational Behavior
	GM335	Managerial Communication

If students are fully admitted to the MBA or MSITM [Certificate] programs, the college will accept Level One for GM563 [3 credits] and Level Two for GM335 and GM540 [3 credits each]. Students must submit proof of successful completion of programs to the Graduate Studies Office to be eligible for these transfer credits.

15% Discount at Franklin Pierce College for Government Employees!!!!!!!!!!!!!!!!!!!!!!!!!!!!

This agreement is effective September 7, 2004 through July 31, 2006. In order for the agreement to apply to government employees [state, county and municipal] a minimum of 25 government employees need to be enrolled in courses at Franklin Pierce College's satellite campuses, located throughout the state, during the term of this agreement. State, Municipal and County employees enrolled in the FPC programs prior to September 7th, 2004 will not be included in this total, but will receive the discount for classes taken subsequent to September 7th, 2004 pursuant to this agreement.

✂ **The Granite State College (GSC)**, formerly the College for Lifelong Learning, has agreed to award credits toward a Bachelor's degree at GSC to any state, municipal, or county employee for the successful completion of the courses listed below. You may apply to the GSC for these credits upon completion of the course.

For further information, please call Tessa McDonnell at the GSC (228-3000, ext. 308), or Dennis Martino (271-2793) or Monika Bissell (271-1429) at the NH Division of Personnel.

3 credits in Human Behavior and Supervision, lower level [equivalent to MBMT 567].

Modules required*:

- Recording and Analyzing MSS Data
- Creating the Individual Development Plan
- Introduction to Supervision [sections 1-11]
- Interviewing Techniques
- Supervising Employee Performance
- Personnel Rules Review
- Effective Supervision
- Employee Assistance Program [EAP] [or Providing Employees with Problem Solving Alternatives or Drugs and Alcohol in the Workplace]

3 credits in Behavior in Organizations, lower level [equivalent to MGMT 566].

Modules required*:

- Myers Briggs Type Indicator
- Introduction to Supervision [sections 12-30]
- Introduction to Continuous Process Improvement
- Understanding and Valuing Differences
- Creative Problem Solving

2 credits in Professional Communication [meets CLL College Competency requirement in Oral Communication]. **Modules required*:**

- Assessment Seminar
- Effective Speaking and Presentation
- Effective Management Communication

***Certificate of Completion for each module is required for validation**

4 credits in Principles of Management [equivalent to MGMT 500].

Modules required*:

- Assessment Seminar [case study]
- Applied Management Techniques
- Project Management and Operations
- Developing Your Organizational Talent
- Basic Statistical Analysis

4 credits in Introduction to Public Administration [equivalent to MGMT 501].

Modules Required*:

- Personnel Appeals
- The Collective Bargaining Agreement
- The Legislative Process
- ADA, Sexual Harassment, and Workers' Compensation
- State Budget and Purchasing
- Ethics and Integrity in Government
- Rule Making
- Negotiating Techniques

***Certificate of Completion for each module is required for validation**

New Hampshire Public Management Program

Expand your skills in one of two programs

***Level I
Public Supervisor Program***

***Level II
Public Manager Program***

Vision, Mission and Goals

Vision	Visionary Leaders demonstrating excellence in Public Service
Mission	<p>Advancing the profession of public management through training and experiences that emphasize:</p> <ul style="list-style-type: none">• The State of New Hampshire and American Academy of Certified Public Managers code of ethics• The value of respectful communication• Critical thinking and effective problem solving• Continuing professional development• Networking in the public sector• Adherence to the standards established by the National Certified Public Manager Consortium.
Goals	<p>Goals of the NHCPMP are:</p> <p>To provide participants with the training and development needed to enhance management skills and increase knowledge of public administration.</p> <p>To network, share problem solving techniques, disseminate information, and share resources.</p> <p>To increase the number of qualified candidates for administrative positions.</p> <p>To prepare managers to actively pursue ongoing professional growth and development for themselves and others.</p>

The New Hampshire Division of Personnel, Bureau of Education and Training, is recognized by the National Certified Public Manager Consortium as a fully accredited member.

The New Hampshire Division of Personnel, Bureau of Education and Training, with representation from the Departments of Safety, Transportation, Resources and Economic Development, New Hampshire Employment Security, and Health and Human Services, has developed a Certified Public Management Program consisting of two levels.

Level I is designed for supervisors and potential supervisors.

Level II is designed for mid-level to upper-level managers.

About the New Hampshire Public Management Program...

The aim of the NHCPMP is to standardize and professionalize public management. The program includes competency-based training that measures and then develops participants' public management competencies.

By successfully completing the Level I Public Supervision Program, participants earn a *Certificate of Public Supervision*. The program is available to entry-level supervisors and individuals planning to enter supervision. The Level I program takes one year to complete.

Successful completion of the Level II Public Management Program earns participants a *Certificate of Public Management*. The Level II program is available to mid- and upper-level managers. It takes two years to complete.

Both designations are viewed as professional, rather than academic, credentials.

The program involves intensive study, practice, application, and testing.

Competency-Based Training

Competency-based training identifies the key skills needed to be an effective leader, measures the skills of participants, and creates learning and training opportunities to strengthen and develop skills identified as important to successful leadership.

Program Benefits

- ◆ Career oriented supervisors and managers receive the development needed to enhance management skills and increase knowledge of government practices.
- ◆ Government organizations increase productivity and quality of work when employees understand the state, county, or municipal system and apply effective managerial techniques.
- ◆ Organizations and individuals are exposed to new ideas and techniques.
- ◆ Graduates join a network of professional public managers in New Hampshire.
- ◆ Participants earn supervisory or managerial credit for job announcements requiring such experience within the New Hampshire state system as follows:
 - ◆ one year for successful completion of the Certified Public Supervision Program
 - ◆ two years for successful completion of the Certified Public Management Program
- ◆ Graduates may become members of the New Hampshire Association of Certified Public Managers.

Level I – Certified Public Supervision Program

Orientation	1 day
Myers-Briggs Type Indicator	1 day
Introduction to Time Management	1 day
Understanding and Valuing Differences	2 days
Creative Problem Solving	2 days
Introduction to Supervision	2 days
Supervising Employee Performance	3 days
Interviewing Techniques	1 day
Personnel Appeals	2 days
Conflict Management	2 days
Effective Speaking and Presentations	2 days
Legislative Process	1 day
Introduction to Continuous Process Improvement	2 days
Excellence in Supervision: The CPS Capstone	1 day
Comprehensive Exam	1 day

Total Program Cost ***\$770!***

Applicant Minimum Requirements

- ◆ Currently employed as a supervisor or key staff member. A key staff member is defined as one who directly serves management by providing high-level technical or professional expertise to program managers.
- ◆ Demonstrates leadership qualities.
- ◆ Shows potential for advancement.
- ◆ Has successfully completed initial probationary period.

Level II – Certified Public Manager Program

Orientation	1 day
DISC Personal Profile	1 day
Critical Thinking for Managers	2 days
Using Numbers to Persuade and Inform	1 day
Project Management	2 days
Project Consultation	3 days
Collective Bargaining/Managing in a Union Environment	1 day
Workers Comp/ADA/Sexual Harassment	1 day
State Budget and Purchasing (State employees only)	1 day
Ethics and Integrity in Managing Government Programs	1 day
Negotiation Techniques	3 days
Strategic Planning	3 days
Capstone	1 day
Comprehensive Examination	1 day

Year Two Total Cost ***\$1050!***

Level II – Certified Public Manager Program (continued)

Applicant Minimum Requirements

- ◆ Currently employed as a middle or upper manager.
- ◆ Demonstrates leadership qualities.
- ◆ Shows potential for advancement.
- ◆ Has successfully completed the Level I, Certified Public Supervisor Program.*

*Beginning in September of 2005, the first year of the Certified Public Manager program is the one-year Certified Public Supervisor (CPS) program. Former graduates of the CPS program who are interested in attending the Certified Public Managers Program in the new format may contact Monika for more information (Monika.Bissell@nh.gov).

How to apply

- 1.** Complete sections I – IV of the formal application form.
- 2.** Attach a letter to the application stating why you want to participate in the program.
- 3.** Have your application endorsed by your immediate supervisor and commissioner* or designee. This ensures you will receive support on the job to act on program projects and apply learned skills.

*Municipal and County employees need supervisor's signature only.

- 4.** Return the completed application to your **Human Resources Administrator**. Agencies without a Human Resources Office should return the application directly to:

NH Division of Personnel
Bureau of Education and Training
State House Annex
25 Capitol Street
Concord, NH 03301

- 5. Deadline for returning applications is Friday, May 12, 2006.**

Immediate Supervisor Responsibilities

- ◆ Review requirements and application form with the employee applying for acceptance into the program.
- ◆ Read and sign agreement statement on the application form.

For more information regarding the Certified Public Managers Program you may call the Bureau of Education and Training at (603) 271-1434, 271-2793 or 271-1429.

***Application for New Hampshire Certified Public Manager Program
Levels I & II***

Division of Personnel
Bureau of Education and Training
State House Annex
25 Capital St.
Concord, NH 03301

Date: _____

Level I _____

Level II _____

Both _____

I. Personal information

Name: _____

Work Address: _____

Phone: _____

Fax # _____

Email: _____

Home Address: _____

Phone: _____

II. Current work information

Title: _____ Department: _____

Supervisor: _____

Responsibilities:

III. Work History:

Title: _____ Employer: _____
No. years in job: _____ Supervisor: _____

Responsibilities:

Title: _____ Employer: _____
No. years in job: _____ Supervisor: _____

Responsibilities:

IV. Signatures

Applicant: _____ Date: _____

Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the NHCPM Program."

Supervisor: _____ Date: _____

HR Administrator: _____ Date: _____

Commissioner/Agency
Director or designee: _____ Date: _____

Note to the applicant: Remember to attach letter stating why you want to participate. County and Municipal employees need supervisor's signature only.

Management Programs

Introduction to Continuous Process Improvement

Code: 600
Duration: 2 days
Date: September 22 & 23, 2005
Time: 9:00 - 4:00
Cost: \$70.00
Number of participants: Min. 15 - 30
Facility: Franklin Pierce College
Instructor: Monika Bissell

This workshop will introduce state employees to the philosophy and techniques of continuous process improvement. The workshop uses videos, demonstrations, and small group interactions to assist participants in:

- Recognizing the cost of poor quality and how to reduce it;
- Identifying opportunities for quality improvement;
- Linking quality improvement to productivity;
- Learning ten basic principles of CPI (TQM) and how to apply them;
- Learning how to use functional analysis and work-process analysis to select, understand, measure, and improve your processes;
- Understanding the tools of CPI;
- Understanding the level of commitment required in implementing CPI.

Who can benefit: All employees can benefit.

Introduction to Supervision

Code: 010
Duration: 2 days
Date: December 19 & 20, 2005
Time: 9:00 - 4:00
Cost: \$70.00
Number of participants: Min. 15 – 25
Facility: Franklin Pierce College
Instructor: Ray Sourdif

This course is designed to assist employees in making a successful transition from non-supervisory to supervisory positions. Course objectives include:

- Make a successful transition to supervision
- Describe the communication process
- Identify characteristics of good leadership
- Identify motivators and demotivators
- Identify internal customers

Who can benefit: State employees moving into a supervisory position or any state employee presently fulfilling supervisory responsibilities.

Supervising Employee Performance

Code: 036
Duration: 3 days
Date: August 24, 25 & 26, 2005
September 12, 19 & 26, 2005
March 6, 13 & 20, 2006
May 1, 8 & 15, 2006
Time: 9:00 - 4:00
Cost: Free
Number of participants: Min. 15 - 25
Facility: Franklin Pierce College
Instructor: Monika Bissell

Whether you are a new supervisor or seasoned professional, you can benefit from this training. This practical workshop provides a step-by-step format for interacting with employees. Through the use of videotapes, demonstrations, critical steps analysis, coaching sessions, and participant feedback, participants will gain valuable skills needed for successful day-to-day supervision and management – including evaluating performance and progressive discipline.

By the end of this course participants will be able to list and use three key principles for supervision. They will also be familiar with and practice several critical steps to follow in each of the following areas:

- Establishing and Communicating Performance Expectations
- Tracking Performance
- Conducting Effective Employee Reviews
- Improving Employee Performance and Work Habits
- Utilizing Effective Follow-up Action
- Utilizing Effective Disciplinary Action
- Maintaining Improved Performance

Who can benefit: Anyone who supervises employees.

Creating a Positive Organizational Culture

Code: 032
Duration: 1 day
Date: February 16, 2006
Time: 9:00 - 4:00
Cost: \$35.00
Number of participants: Min. 12 - 25
Facility: Franklin Pierce College
Instructor: Monika Bissell

Did you ever have a job that you dreaded going to every day? Did you ever have a job that you loved going to every day? The difference between dreading and loving your job is very often attributable to work environment. What can you do to make your workplace more positive? How do you begin making changes to improve the culture at work? Identifying potential sources of negativity and creating strategies to implement change will be addressed.

Who can benefit: All employees

Project Management Fundamentals

Code: 482

Duration: 2 days

Dates: January 17 & 18, 2006

May 22 & 23, 2006

Time: 9:00 – 4:00

Cost: \$105.00

Number of participants: 8 – 12

Facility: ASDC, 27 Hazen Drive

Project Management Fundamentals overviews the basics of project management. It provides the theory and core methodology you will need to manage projects or participate on project teams. Topics covered include:

- The Project Management Life Cycle
- Setting Up for Success
- The Project Team
- Risk Management
- Project Plans
- The Project Schedule
- The Project Budget
- Project Tracking and Control
- Project Reports
- Project Close-out

Who can benefit: Students who wish to learn how to use project management techniques to plan, organize, control, document, and close out their projects successfully and with minimum risk.

Prerequisites: There are lab files you may need to access on the computer, therefore you must have a working knowledge of your computer's operating system including: starting and shutting-down the computer, using the mouse to access menus, opening and closing windows, and starting and closing applications.

General Accounting Principles

Code: 500
Duration: 2 days
Date: March 2 & 3, 2006
Time: 9:00 – 3:00
Cost: \$70.00
Number of participants: 8 – 25
Facility: Franklin Pierce College
Instructor: Sheri Rockburn

This workshop is designed to increase your understanding of the fundamentals of government accounting. This refresher course can benefit all levels from entry to business manager. The course will take you from debits and credits to a full understanding of the accounting transaction cycle. Emphasis will be on cash receipts, payroll, encumbrances, fixed assets, funds, budgets and reports. These principles will be applied to the state's accounting system.

Who can benefit: Employees interested in learning general accounting principles and those seeking a refresher of those principles can benefit from this workshop. Accounting background is not a prerequisite.

Preventing Workplace Harassment

Code: 305
Duration: 1 day
Dates: September 26, 2005
November 7, 2005
January 9, 2006
March 27, 2006
May 22, 2006
Time: 9:00 – 4:00
Cost: FREE
Number of participants: Min. 25 - 30
Facility: Franklin Pierce College
Instructor: Monika Bissell

Every day, the EEO and the courts are expanding the definition of harassment and discrimination. This workshop will help you avoid behaviors that can be construed as harassing.

Through the use of videos, lecture and group activities, participants will learn:

- An awareness of various forms of workplace harassment, including sexual harassment
- The range of behaviors that can constitute workplace harassment and discrimination
- That everyone has a right to work in an environment free from harassment and discrimination

Who can benefit: All employees can benefit from this workshop. Managers and supervisors will learn their special role in preventing harassment and in dealing with harassment complaints. This program replaces the "Preventing Sexual Harassment" training offered in previous catalogues.

Human Resource Management Certificate Program



This program provides training for public sector HR administrators, HR assistants, payroll personnel, supervisors, and any other individual who may have some Human Resource responsibilities. The certificate program consists of 13 core courses that will be provided over the course of a year.

Purpose: To provide uniform HR Training for all government organizations

- **The program will consist of 18 days of “Core Course Requirements”**
- **In addition to the Core requirements participants will need a minimum of 2 days of elective training.**
- **Cost for core courses is \$595.**
- **Anticipated cost for elective courses is \$70.**

Program Benefits

- One-year experience toward state positions requiring experience in human resources.
- Courses taken as part of the HR Management Certificate Program that are core courses for other certificate programs are transferable.
- Graduates of CPS, CPM and Mediation Certificate programs can apply their core courses toward the core course requirements for the HR Management Certificate Program.
- Examinations for State of New Hampshire human resource positions are waived.

Core Courses

The program offers a standard core curriculum, which all program participants must successfully complete. Core courses are designed to provide training for one or more traits associated with successful human resource management.

Each participant will complete eighteen days of core curriculum, spread out over one year. At the completion of each core course, time will be set aside to test participants on course material.

<i>Program Title</i>	<i>Duration</i>	<i>Date</i>
Introduction to Human Resource Management	1 day	Sept. 15
Myers-Briggs Type Indicator (MBTI)	1 day	Sept. 27
Understanding & Valuing Differences	2 days	Oct. 24 & 25
Human Resources and the Law	2 days	Nov. 1 & 2
Collective Bargaining/Managing in a Union Environment	1 day	Nov. 16
Introduction to Supervision	2 days	Dec. 19 & 20
Supervising Employee Performance	3 days	Jan. 10, 11 & 12
(Choose one of three presentations offered in January)		Jan. 17, 18 & 19 Jan. 24, 25 & 26
Benefits & Compensation	1 day	Feb. 17
Interviewing Techniques	1 day	Feb. 28
Health & Safety	1 day	Mar. 8
Dealing with Difficult People	1 day	Mar. 16
Motivation	1 day	Apr. 12
Ethics & Integrity in Managing Government Programs	1 day	May 18

Suggested Elective Courses

Managing Conflict Seminar	Creative Problem Solving
General Accounting Principles	Listening Skills
Negotiation Techniques	Business Writing in Plain English
Legislative Process/Government Structure	

All classes will be held at Franklin Pierce College, 3rd Floor, 5 Chenell Drive in Concord.

Applicant Minimum Requirements

Applicants should be one of the following:

- Supervisor
- Manager
- Human Resource Administrator
- Human Resource Assistant
- Individuals with some human resource function responsibility

How to apply

- 1.** Complete the formal application available on the next page.
- 2.** Have your application endorsed by your immediate supervisor and commissioner or designee. This ensures you will receive support on the job to act on program projects and apply learned skills.
- 3.** Return the completed application to the Division of Personnel, Bureau of Education and Training.
- 4. Deadline for returning applications is Friday, September 2, 2005.**

Immediate Supervisor Responsibilities

- ♦ Review requirements and application form with the employee applying for acceptance into the program.
- ♦ Read and sign agreement statement on the application form.

If you have any questions, please call Ray Sourdif at the Bureau of Education and Training, 271-1959.

***Application to New Hampshire Human Resource Management
Certificate Program***

Division of Personnel
Bureau of Education and Training
State House Annex
25 Capital St.
Concord, NH 03301

Date: _____

I. Personal information

Name: _____

Work Address: _____

Phone: _____

Fax # _____

Email: _____

Home Address: _____

Phone: _____

II. Current work information

Title: _____ Department: _____

Supervisor: _____

Responsibilities:

III. Signatures

Applicant: _____ Date: _____

Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the NHHR Certificate Program."

Supervisor: _____ Date: _____

HR Administrator: _____ Date: _____

Commissioner/Agency
Director or designee: _____ Date: _____

Effective Communication Skills Programs

Business Writing in Plain English

Code: 224
Duration: 2 days
Date: March 29 & 30, 2006
Time: 9:00 – 4:00
Cost: \$70.00
Number of participants: Min. 10 – 20
Facility: Franklin Pierce College
Instructor: Monika Bissell

This course focuses on how to write simple, concise, and effective documents. We will:

- identify common errors and learn how to avoid them
- learn how to write for our readers
- discover the power of simple words
- work with a model to help in the writing process
- discuss how to effectively organize documents

Please bring to class a sample of what you consider to be a good example of bad business writing.

Who can benefit: Any employee required to write as part of his or her job.

Assertive Communication

Code: 216
Duration: 2 days
Date: January 18 & 19, 2006
Time: 9:00 – 4:00
Cost: \$70.00
Number of participants: Min. 12 – 25
Facility: Franklin Pierce College
Instructor: Monika Bissell

Good communication skills can make the difference between working in an effective and satisfying way and feeling frustrated and non-productive. Communicating assertively means being direct and clear with others in a way that does not threaten them. It requires confidence and conviction, as well as an ability to consider the position of others.

In this course we will:

- Look at and define different communication styles
- Use exercises to build confidence and practice communicating assertively
- Plan a situation in which we need to be assertive
- Discuss ways to give feedback effectively

Who can benefit: All employees.

Listening Skills: Practical Skills that Work

Code: 200
Duration: 1 day
Dates: July 14, 2005
April 25, 2006
Time: 9:00 – 4:00
Cost: \$35.00
Number of participants: Min. 12 – 25
Facility: Franklin Pierce College
Instructor: Monika Bissell

This workshop is designed to help participants improve their listening skills. Through the use of personal assessments, demonstrations, and exercises, participants should be able to:

- Understand another person's point of view
- Gather accurate information from another person
- Provide more accurate responses to questions
- Make the process of providing assistance more effective

Who can benefit: All employees.

Conducting Effective Meetings

Code: 236
Duration: 1/2 day
Date: July 18, 2005
October 13, 2005
February 7, 2006
Time: 9:00 – 12:00
Cost: \$35.00
Number of participants: Min. 10 - 25
Facility: Franklin Pierce College
Instructor: Dennis Martino/
Monika Bissell

Have you ever been to a useless meeting? Avoid wasting your time and everyone else's when it's your turn to organize a meeting by attending this workshop. Skills relevant to effectively planning, organizing, and conducting meetings will be presented and discussed.

Who can benefit: Any employee who is responsible for planning and/or conducting meetings.

Creative Problem Solving

Code: 203

Duration: 2 days

Date: December 5 & 6, 2005

Time: 9:00 - 4:00

Cost: \$70.00

Number of participants: Min. 10 – 30

Facility: Franklin Pierce College

Instructor: Dennis Martino

This workshop is designed to help today's leadership solve the many problems they encounter which are caused by changing conditions. In solving their problems, they are expected to be creative. We need new ideas and solutions NOW.

Examples of brainstorming techniques used in class include:

- 1 – Ben Franklin Technique;
- 2 – Force Field Analysis;
- 3 – Object Analogy;
- 4 – Out-of-Field Analogy;
- 5 – Nominal Group Technique;
- 6 – Others.

All of us have a degree of creativity. This workshop is designed to enhance the creativity of the participants. The workshop includes lectures, exercises, and discussions to teach the creative problem-solving process. Participants will use convergent and divergent thinking for fact-finding, problem finding, idea-finding, solution-finding, acceptance-finding and managing and organizing for innovation. At the completion of this workshop, participants will be able to:

- Recognize problems
- Use a creative approach to problem-solving
- Break away from habit-bound thinking
- Establish alternative solutions to problems

Who can benefit: Supervisors, managers, professionals and high-level specialists and technicians who want to enhance their creative potential in solving problems.

Negotiation Techniques

Code: 225
Duration: 3 days
Date: August 10, 11 & 12, 2005
Time: 9:00 - 4:00
Cost: \$105.00, *price includes book "Getting to Yes"*
Number of participants: Min. 12 – 30
Facility: Franklin Pierce College
Instructor: Dennis Martino

Based on the Program on Negotiations at Harvard Law School

This program focuses on the theory and practice of negotiation and dispute resolution. Many government employees engage in negotiations whether periodically or regularly. Negotiations can take place between managers of the same agency or between a citizen and a government entity. Negotiations can be for a few hundred dollars or millions. Whether negotiating to move your desk or to land a multi-million dollar contract, this workshop can provide you with valuable techniques for success. The workshop uses two, three and multiparty negotiations. Participants are expected to complete readings prior to training. Course objectives include:

- Presentation of conventional wisdom about negotiations
- Setting negotiation goals
- Using a prescriptive negotiation approach
- Diagnosing negotiation problems
- Using effective tools for conducting negotiations

Who can benefit: Employees who want to improve their negotiating effectiveness.

Managing Conflict Seminar

Code: 214
Duration: 2 days
Date: March 28 & 29, 2006
Time: 9:00 - 4:00
Cost: \$70.00
Number of participants: Min. 10 – 30
Facility: Franklin Pierce College
Instructor: Dennis Martino

This seminar is designed to help participants gain an understanding of the nature of conflict, receive feedback on personal styles of handling conflict, practice using different styles when working through a conflict situation, gain knowledge of conflict analysis and management strategies, and generate clear-cut guidelines for confronting conflict. Day 2 of the seminar includes a module for resolving conflict between two subordinates or team members.

Who can benefit: All employees.

Dealing with Difficult People

Code: 234
Duration: 1 day
Date: July 29, 2005
March 16, 2006
Time: 9:00 – 4:00
Cost: \$35.00
Number of participants: Min. 10 - 25
Facility: Franklin Pierce College
Instructor: Monika Bissell

It's challenging to get along with everyone. Some people make it particularly challenging. The intent of this 1-day workshop is to help you work and live with difficult people. Emphasis is on striving to understand and then changing your reaction to the difficult person.

Who can benefit: All employees.

Effective Front Line Customer Service Skills

Code: 210
Duration: 1 day
Date: October 27, 2005
Time: 9:00 - 3:00
Cost: \$35.00
Number of participants: Min. 10 - 30
Facility: Franklin Pierce College
Instructor: Dennis Martino

Have you noticed that customers are less patient and more demanding than they used to be? The aging of the baby-boomers and their expectations for high quality service are causing many organizations to look at ways to enhance customer service.

Serving the public in a reception role is a challenging job that requires listening, problem solving, conflict resolution and professional phone and interpersonal skills. This one-day workshop will review the basics, and introduce some of the newest concepts and tools being used to improve customer service.

Participants will learn how to:

1. Understand the changing expectations of all their customers.
2. Make a great first impression in person or on the phone.
3. Use a 4-step tool for dealing with complaints or unhappy customers.
4. Deal better with some of the stress inherent in front-line roles.
5. Help create systems to encourage growth of customer service skills.

Who can benefit: All employees can benefit from this workshop.

Grant Writing 101 – Yes, You Can!

Code: 239

Duration: 4 days

Dates: Sept. 23, Oct. 28, Dec. 2, 2005 & Jan. 6, 2006

Time: 9:00 – 3:30

Cost: \$300.00

Number of participants: Min. 10 - 15

Facility: Franklin Pierce College
5 Chenell Dr., Concord

Instructor: Norma Lemire

~ *Back by Popular Demand* ~

“Chasing the dime” ... human services, social services, non-profits, schools, and in this age of ever-dwindling resources, State agencies. There is no non-profit organization in existence today that is not engaged in seeking out funding to in some way “keep the doors open” by sustaining existing programs, supporting new initiatives, capacity building or making up for unexpected short falls from anticipated funding not received. Some organizations have staff dedicated solely to grant writing. But, more likely than not because human and financial resources are becoming more restricted, grant writing is becoming a shared responsibility among existing staff initially hired for one job who now find “grant writer” as a tag line on their job descriptions. Furthermore, because funding dollars are becoming increasingly competitive, grant writing is not for the faint of heart. It demands discipline and a particular skill set along with the creative application of facts and basic principles.

This course has been designed to provide learners with the information and experience necessary to write a successful grant through “hands on” experience. By the end of the course, each learner will have written a small grant.

ANTICIPATED OUTCOMES: At the end of this course, students will:

- Have a basic understanding of how to write a competitive grant.
- Understand Review Criteria and be able to write to it successfully.
- Understand how to search out potential funding sources and determine “fit”.
- Learn writing styles best suited for grants.
- Understand budgets, budget justifications and other required documentation.

TEXT: *Grant Writing for Dummies*. Beverly A. Browning, Wiley Publishing, Inc. New York, New York. (2001)

FOR THE FIRST CLASS: The class will be a combination of theory and actual writing. Some of our time in the first class will be spent identifying the grant you will write. So, if possible, come to class having identified the need you will be addressing through your grant. By the way, here are your first two pointers:

- It's **NEVER** about money. If you're writing a grant because you need money or don't have enough money, you're already too late.
- It's **ALWAYS** about people and programs.

The instructor will also come to class with some grant writing possibilities/suggestions. Of course, you are welcome to bring actual grants and/or proposals you may be working on.

Employee Development Programs

Myers-Briggs Type Indicator (MBTI®)

Code: 605
Duration: 1 day
Date: September 27, 2005
Time: 9:00 – 4:00
Cost: \$50.00
Number of participants: Min. 15 - 30
Facility: Franklin Pierce College
Instructors: Monika Bissell
Dennis Martino

Have you ever wondered why employees, friends and family members so often see the same event so differently? Or why they approach problems or communication in a completely different way? Have you ever suspected that the people are speaking a different language? Well, they may be!

To solve these mysteries, and for an enlightening day of fun and learning, join us on September 27th. We will explore the differences in personality type and in individual preferences by taking the Myers-Briggs Type Indicator (MBTI).

The MBTI describes 16 different personality types, each with its own characteristics and strengths. There are no right or wrong answers on the indicator and no assumed "right" way to be. There are preferences, of course, and the MBTI assists participants in clarifying their preferences. We'll explore the various types through presentation, discussion, and exercises.

MBTI® Step II

Code: 633
Duration: 1/2 day
Date: May 23, 2006
Time: 9:00 – 12:00
Cost: \$50.00
Number of participants: Min. 10 - 25
Facility: Franklin Pierce College
Instructors: Monika Bissell

The MBTI® Step II instrument provides individuals the opportunity to explore and identify their unique individuality within the type code that best describes their pattern, and to dig deeper into their preferences to understand more about themselves in relation to others.

Business and Organizational Professionals use Step II to provide high level executives, teams and coaching clients greater insight into areas of preference and avoidance which impacts decision making, problem solving, communications and conflict. Step II brings to light the subtle nuances of personality type found in all of us. It helps to target areas of personal strength and challenges that are clear and specific, which results in a more productive type experience.

Motivation

Code: 031
Duration: 1 day
Date: July 11, 2005
April 12, 2006
Time: 9:00 – 4:00
Cost: \$35.00
Number of participants: Min. 12 - 25
Facility: Franklin Pierce College
Instructor: Monika Bissell

Everyone talks about it, but very few people know what it really is. In this 1-day workshop, the fundamentals of the motivation process will be presented. Through having an understanding of the motivation process, some of the mysteries of goal accomplishment and persuasion will be revealed!

Who can benefit: All employees.

Introduction to Time Management

Code: 009
Duration: 1/2 day
Date: July 28, 2005
September 28, 2005
January 25, 2006
Time: 9:00 – 12:00
Cost: \$35.00
Number of participants: Min. 10 – 25
Facility: Franklin Pierce College
Instructor: Monika Bissell

(Based on Stephen Covey's book, *The Seven Habits of Highly Effective People*, and Alan Lakien's, *How to Get Control of Your Time and Your Life*)

What gets in the way of getting things done? Why is there "never enough time in the day"? In this course, we will focus on ways to get control of our time by prioritizing how we choose to use it. We will look at what is urgent and what is important and develop ideas and tips for being efficient with things and effective with people.

Four levels of time management will be covered with our focus on the fourth level of personal (vs. time) management. Students will develop a strategy for identifying where to spend time to be more effective, both personally and professionally.

Who can benefit: All state, county, and municipal employees.

Interviewing Techniques

Code: 012
Duration: 1 day
Date: February 28, 2006
Time: 9:00 – 4:00
Cost: \$35.00
Number of participants: Min. 10 - 30
Facility: Franklin Pierce College
Instructor: Raymond Sourdif

Interviewing can be an effective method of evaluating characteristics critical to job success. This course covers the principles of good behavioral selection interviewing using structured interviewing techniques. The course uses videos, lectures, group discussions, and audio-visual aids to review the steps in filling a vacancy in state government. Participants will also practice job related behavioral interviewing techniques and review state and federal laws.

Who can benefit: Employees responsible for interviewing and selecting individuals to fill vacant positions can benefit from this workshop.

Understanding and Valuing Differences

Code: 003
Duration: 2 days
Date: October 24 & 25, 2005
Time: 9:00 - 4:00
Cost: \$70.00
Number of participants: Min. 12 - 30
Facility: Franklin Pierce College
Instructor: Dennis Martino

This workshop is designed to increase your understanding of why people differ in the ways they think and act. Through the use of videos, personal inventories, lecture, and group activities, participants should be able to identify their personal strengths and strengths of others as well as develop an understanding and appreciation of the differences that exist among state employees. At the completion of this workshop you should be able to:

- Identify and value differences in fellow employees
- Identify personal strengths and weaknesses
- Identify management styles and the value of each
- Recognize how differences can lead to a productive work environment

Who can benefit: All employees can benefit from this workshop. Managers at all levels will find this workshop a valuable tool for communicating effectively with employees.

Team Building or Strategic Planning

The Bureau of Education and Training offers ***TEAM BUILDING FACILITATION*** for work groups who would like to improve their communications, planning, interpersonal relationships, and productivity.

The Bureau also provides ***STRATEGIC PLANNING FACILITATION*** for government agencies planning for the future.

Call 271-2793 for information.

Basic Safety Certificate Program

Mission and Goal

Mission	The mission of this certificate program is to provide participants with the skills necessary to create a safer workplace within their own Agency.
Goal	This certificate program is designed to develop and/or improve on the practical skills of those responsible for and assisting with the development of health and safety programs and strategies.

The Process

The Basic Safety Certificate Program is made up of 10 core courses and 11 elective courses.

Participants have the option of successfully completing all 10 courses and 4 elective courses over a period of eighteen months by attending scheduled training classes;

OR

Participants may substitute any of the 10 core or 4 elective courses as outlined in the Alternative Learning Program but still must complete the program in eighteen months.

Audience

Managers, Supervisors, Joint Loss Management Committee Chairpersons and members, Safety Directors, Safety Officers and Safety Technicians, Risk Management Coordinators, Human Resources personnel, Workers' Compensation contacts, and any other State, County and Municipal employees who are interested in taking a health and safety role within their agency.

Core Courses	Hours	Cost
Department of Labor Rules and Regulations	3 hours	\$25.00
Health and Safety Management	3 hours	\$25.00
Health and Safety Program Development	3 hours	\$25.00
Safety Inspections Program	3 hours	\$25.00
Accident Reporting and Investigation	3 hours	\$25.00
Effective Joint Loss Management Committees	3 hours	\$25.00
Fire and Life Safety Awareness	3 hours	\$25.00
Emergency Planning for the Building Manager and Fire Prevention Self-Inspection Program for State-Owned Buildings	3 hours	\$25.00
Ergonomics	3 hours	\$25.00
Return To Work Program/Disability Management	3 hours	\$25.00

Elective Courses

Confined Space	3 days	Free
Confined Space Refresher	8 hours	Free
Respiratory Protection	3 hours	Free
Hazardous & Toxic Substances	3 hours	Free
Electrical Safety	3 hours	Free
Lockout/Tagout	3 hours	Free
Indoor Air Quality	8 hours	Free
Responding to Hazardous Materials Releases	3 hours	Free
Noise	3 hours	Free
Bloodborne Pathogens	3 hours	Free
CRP/AED/First Aid	8 hours	Free

Program Enrollment

1. To enroll in the Basic Safety Certificate Program, complete the "Application to New Hampshire Safety Certificate Program" and forward to the Bureau of Risk Management. You will be sent a confirmation letter with instructions.

****Note:** Individuals interested in taking any of the training courses who do not wish to register for the Basic Safety Certificate Program need only complete the "Bureau of Education and Training Registration Form" found in the front of this catalogue and forward it to the Bureau of Education and Training with any applicable fees. Individuals enrolled in the Basic Safety Certificate Program will have priority seating.

*****Note:** By enrolling in the Program you are automatically signed up for all of the core courses and do not need to submit registration forms for these classes.

2. Have your application endorsed by your immediate supervisor, commissioner or designee. This ensures you will receive support on the job to act on program projects and apply learned skills.

3. Provide a copy of your confirmation letter and course schedule to your Human Resources Administrator for invoicing purposes. Agencies without a Human Resources Office should return the application directly to the Division of Personnel, Bureau of Education and Training.

4. **Deadline for returning completed applications to the program is October 3, 2005. Deadline for returning completed registration form is two weeks prior to the scheduled date of the class.**

Alternative Learning Program Enrollment

This program offers the participant the flexibility of obtaining course certification by submitting a project in place of actually attending the training class that pertains to the course title and is applicable to the participant's agency's scope of work.

1. Complete the top of the "Alternative Learning Program Evaluation Form" and return to the Bureau of Risk Management. Attach to the Alternative Learning Program Evaluation Form a brief description of the project you intend to submit in place of attending the course; the length of time needed to complete (maximum of 30 days); the objectives and goals; how the project relates to your agency; and, in what form the final project will be submitted.

Note: Projects can be of any style including, but not limited to: training presentations, written procedures, verbal presentations, organized field trips, or specific activity. If you have any questions about the form of a project, call the Bureau of Risk Management before proceeding.

2. Once the Bureau of Risk Management has approved the project, the Alternative Learning Program Evaluation Form will be returned to the applicant to attach to the completed project. The applicant's supervisor will evaluate the program and then forward to the Bureau of Risk Management for final approval.

Immediate Supervisor Responsibilities

Review requirements and application form with the employee applying for the program.

Read and sign the agreement statement on the application form.

If you have any questions regarding the Basic Safety Certificate Program, please contact the Bureau of Risk Management at 271-3180.

ALTERNATE LEARNING PROGRAM EVALUATION FORM

Completed By Applicant

Completed by Bureau of Risk Management

Name of Applicant: Name of Course: Cost: Department/Agency: Title of Project:	Date Registration Fee Paid: Date Request Submitted: Brief Description of Project Attached: yes/no
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Completed by Bureau of Risk Management (BRM)

Project Approved: yes/no

 Completion Date:

 *forward to applicant

Rating System
3 Above Expectation
2 Meeting Expectation
1 Below Expectation

Applicant Must Achieve a Minimum of 16 Points to Achieve Course Equivalent Certification

Topic	Objectives	Rating by Supervisor	Rating by BRM
Communication	Written Clarity		
Technical Aptitude	Verbal Clarity (applicable to verbal Presentations only)		
	Accurate Translation of Regulatory Requirements		
	Practical Implementation		
Creativity	Resourcefulness		
Applicability	Original Work Product		
	Design/Invention		
	Applicable to Scope of Business		

Comments:

Briefly summarize your overall comments on this project.

Supervisor's Signature: _____

Supervisor's Title: _____

*forward with project to Bureau of Risk Management

Bureau of Risk Management

Project meets or exceeds course equivalent: yes no

Approval for Certificate: yes no

Application for the New Hampshire Safety Certificate Program

Department of Administrative Services
Bureau of Risk Management
State House Annex
25 Capitol Street
Concord, NH 03301

Date: _____

I. Personal information

Name: _____

Work Address: _____

Phone: _____

Fax # _____

Email: _____

Home Address: _____

Phone: _____

II. Current work information

Title: _____ Department: _____

Supervisor: _____

Responsibilities:

III. Work History:

Title: _____ Employer: _____

No. years in job: _____ Supervisor: _____

Responsibilities:

Title: _____ Employer: _____

No. years in job: _____ Supervisor: _____

Responsibilities:

IV. Signatures

Applicant: _____ Date: _____

Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the Basic Safety Certificate Program."

Supervisor: _____ Date: _____

HR Administrator: _____ Date: _____

Commissioner
or designee: _____ Date: _____

Note to the applicant: Remember to attach letter stating why you want to participate. County and Municipal employees need supervisor's signature only.

Basic Safety Certificate Program Core Courses

Department of Labor Rules and Regulations

Code: 631
Duration: 3 ½ hours
Date: October 12, 2005
Time: 8:30 – 11:30
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Department of Labor

This class will focus on the Department of Labor Rules and Regulations (RSA 281-A:64 and the LAB 1400 rules). The intent of this session is to help public sector employees understand the laws and the Rules used by the Department of Labor during a Safety and Health Inspection.

Return to Work Program

Code: 630
Duration: 3 hours
Date: October 12, 2005
Time: 1:00 – 4:00
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual

This class will help participants to understand the components of a Return to Work Program. The Department of Labor RSA 281-A:23b require Temporary Alternative Transitional Duty (TAD) which is a type of Return to Work Program. In this session we will discuss what a TAD program is, why it is important, and how to make a TAD program work.

Accident Reporting and Investigation

Code: 620
Duration: 3 hours
Date: November 17, 2005
Time: 8:30 – 11:30
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual

The goal of this course is to help participants define what an accident is and when to investigate an accident. Participants will learn the questions that must be asked to determine the cause of an accident, the contributing factors to accidents, tips for conducting a successful interview.

Effective Joint Loss Management Committees

Code: 621
Duration: 3 hours
Date: November 17, 2005
Time: 1:00 – 4:00
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual

This course is directed towards Chairpersons and/or members of a Joint Loss Management Committee in the workplace. A Joint Loss Management Committee assists the employer and makes recommendations for change to Management. The structure of the committee as well as the responsibilities of the committee will be discussed during this session.

Health and Safety Management

Code: 632
Duration: 3 hours
Date: January 11, 2006
Time: 8:30 – 11:30
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual

This course describes overall Health and Safety Management to include Management Support, determining real costs of accidents, behavior modification practices, as well as the importance of investigating accidents, organizing health and safety committees, and developing health and safety training programs.

Health and Safety Program Development

Code: 618
Duration: 3 hours
Date: January 11, 2006
Time: 1:00 – 4:00
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual

This course will focus on identifying hazards in the workplace and developing Safety and Health Programs to control those hazards. The class will assist participants in identifying the Safety and Health Programs that are relevant to their operations and the components of the program that will be necessary for its' success.

Fire and Life Safety Awareness

Code: 622
Duration: 3 hours
Date: February 8, 2006
Time: 8:30 – 11:30
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Bob Leucei, City of Nashua

The participants of this course will discover the types of fire protection features and fire and life safety hazards common to the workplace environment. This course will review the maintenance of exits, types of fire extinguishers, and proper storage techniques.

Emergency Planning for the Building Manager and Fire Prevention Self-Inspection Program for State-Owned Buildings

Code: 623
Duration: 3 hours
Date: February 8, 2006
Time: 1:00 – 4:00
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Office of the Fire Marshal

This course will discuss the components of an emergency plan. These include various types of emergencies and strategies to respond. This class will cover emergency planning, recognizing an emergency, chain of command, emergency response teams, response activities, training, and communications.

Ergonomics

Code: 628
Duration: 3 hours
Date: March 15, 2006
Time: 8:30 – 11:30
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual

Ergonomics is the science of designing and matching physical and psychological demands of the workplace to the capabilities and limitations of the worker. The goal of ergonomics is to allow work to be done without undue stress to our labor force. Making ergonomic improvements to the workplace does not have to be expensive or complicated. Significant changes can be made if problems are approached with common sense, good analysis of work methods and knowledge of basic ergonomic principles. When evaluating workplace exposures to musculoskeletal disorders, we must look at the whole human body and how the work demands create or exacerbate potential ergonomic risk. This class will cover an overview of ergonomics. This class will include a hands-on workshop in evaluating a computer workstation.

Safety Inspection Programs

Code: 619
Duration: 3 hours
Date: March 15, 2006
Time: 1:00 – 4:00
Cost: \$25.00
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual

Developing a Safety Inspection program is necessary in any operations to detect safety hazards. It is also part of the NH Department of Labor Rules and Regulations to have this program in place. This course will assist participants in developing a safety inspection program for their facilities.

Basic Safety Certificate Program Elective Courses

Confined Space

Code: 624
Duration: 3 days
Time: 8:00 – 4:00
Cost: FREE
Number of participants: 20 max
Instructor: TBD

Date: August 9, 10 & 11, 2005
Facility: Franklin Wastewater Plant

Date: November 1, 2 & 3, 2005
Facility: TBD

Date: March 21, 22 & 23, 2006
Facility: TBD

Confined spaces can be extremely hazardous. By their nature, confined spaces contain a variety of problems: Atmospheric hazards, the accumulation of toxic materials, flammable or explosive atmospheres, and physical hazards. This is a classroom and hands-on workshop designed for the beginner, those who write confined space programs, and those seeking an in-depth refresher.

Confined Space Refresher

New

Code: 636
Duration: 8 hours
Time: 8:00 – 4:00
Cost: FREE
Number of participants: 20 max
Instructor: Mike Weider, City of Nashua

Date: February 15, 2006
Facility: Nashua (site TBD)

Date: May 9, 2006
Facility: Nashua (site TBD)

This refresher course is designed for those individuals having confined space entry and procedure writing experience. It is recommended that refresher training take place at least every three years or whenever procedures change that affect confined space entry. The discussion will include an overview of the rules, regulations, and requirements to safely enter confined spaces. The majority of the discussion will allow individuals to ask specific questions as they relate to their jobs and types of confined spaces they deal with.

CPR/AED/First Aid

New

Code: 639
Duration: 8 hours
Date: November 2, 2005
March 9, 2006
Time: 8:00 – 4:00
Cost: FREE
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Bob Leucei & Mike Weider
City of Nashua

American Red Cross certified instructors teach and certify those participants who complete the practical and hands-on requirements of the American Red Cross program. This course should be taken by those who want to join a first responder team in their workplace, need to re-new their certification, or have a role in first response.

Indoor Air Quality

Code: 629
Duration: 8 hours
Date: December 14, 2005
Time: 8:00 – 4:00
Cost: FREE
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual/Ind. Hygiene

This course gives an overview of occupational health hazards, including how they can be recognized, evaluated and controlled. There will be an introduction to hazard recognition, sampling and evaluation. Ventilation systems will be reviewed. Bioaerosols such as mold and bacteria will also be discussed.

Hazardous & Toxic Substances

New

Code: 637
Duration: 3 hours
Date: April 13, 2006
Time: 8:30 – 11:30
Cost: FREE
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Bob Leucei, City of Nashua

What do you need to know about working safely with hazardous and toxic substances? This course is designed to give participants an overview of RSA 277-A, Toxic Substances in the Workplace, also known as the "Worker's Right to Know Act." Discussion will include determining the hazards of chemicals; how to read and understand Material Safety Data Sheets; labeling; storage; and personal protective equipment.

This course is suggested prior to Responding to Hazardous Material Releases and Respiratory Protection courses.

Respiratory Protection

Code: 625
Duration: 3 hours
Date: April 13, 2006
Time: 1:00 – 4:00
Cost: FREE
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Liberty Mutual/Ind. Hygiene

This course covers a wide range of respiratory protection issues, beginning with an overview of air contaminants and the potential for hazardous exposure. The course will review a model respiratory protection program including choosing the appropriate respirator, fit testing and maintenance.

It is recommended that Hazardous and Toxic Substances be taken prior to this course.

Responding to Hazardous Material Releases

Code: 640
Duration: 3 hours
Date: May 17, 2006
Time: 8:30 – 11:30
Cost: FREE
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: TBD

This training has been developed for workers who respond to emergencies involving hazardous materials. This class will help employees identify their role in responding to emergencies involving hazardous materials. Topics will include: review of hazardous and toxic substances; calling for help; where to located information needed to recognize a hazardous substance; securing the scene; containers; shipping papers; types of controls; personal protective equipment; different levels of responders and associated responsibility; spill clean up and necessary equipment; and decontamination.

Bloodborne Pathogens

Code: 635
Duration: 3 hours
Date: May 17, 2006
Time: 1:00 – 4:00
Cost: FREE
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: TBD

This course will cover defining bloodborne pathogens, routes of exposure, HBV and HIV, practicing Universal Precautions, clean up and disinfection, personal protective equipment, and procedures to reduce or eliminate exposure.

Electrical Safety

New

Code: 638
Duration: 3 hours
Date: June 7, 2006
Time: 8:30 – 11:30
Cost: FREE
Number of participants: 20 max
Facility: Franklin Pierce College
Instructor: Mike Weider, City of Nashua

This course is designed as an introduction to participants who will learn the basics of electricity and its hazards. Topics include: the most common causes of electrical accidents; preventing electrical accidents; electrical protective devices (fuses, circuit breakers, ground-fault circuit-interrupters, etc.); insulation and guarding; use of extension cords; markings on electrical equipment; construction sites; and personal protective equipment.

This course is suggested prior to the Lockout/Tagout course.

Lockout/Tagout

Code: 626

Duration: 3 hours

Date: June 7, 2006

Time: 1:00 – 4:00

Cost: FREE

Number of participants: 20 max

Facility: Franklin Pierce College

Instructor: TBD

In this session, participants will have the opportunity to learn about how to identify power sources and their hazards, when to use lockout procedures, and how to establish a Lockout Program. There will be a hands-on workshop as part of this session.

It is recommended that Electrical Safety be completed prior to this course.

Noise

Code: 634

Duration: 3 hours

Date: June 28, 2006

Time: 8:30 – 11:30

Cost: FREE

Number of participants: 20 max

Facility: Franklin Pierce College

Instructor: Liberty Mutual

This course will discuss the effects of noise on the body, how sound is measured, how much noise is harmful, hearing protection options, audiometric testing, hearing conservation programs, and ways to eliminate or reduce noise.

Health & Wellness Programs

Retirement: The Unanswered Questions

Planning for your future begins now!

Sponsored by
The New Hampshire Retirement System

Duration: 1/2 day
Dates: September 13, 2005
Nov. 15, 2005 (Fire & Police only)
January 12, 2006
March 14, 2006
May 17, 2006
Time: 8:30 – 12:00
Cost: FREE
No. of participants: 30 - 40
Facility: Franklin Pierce College
5 Chenell Drive, Concord

Whether you are beginning your career or approaching retirement, this session will guide ***Employees of the State of New Hampshire*** through the retirement planning process. Representatives from the New Hampshire Retirement System, Social Security and the State's defined contribution program, *ING*, will be on hand to provide you with information you need to effectively plan for your retirement years.

Session topics include:

- Calculating your Pension
- Purchasing Prior Service Credit
- Pre and Post-Retirement Death benefits
- Eligibility for the State Paid Health Insurance

Please register on-line, at www.nh.gov/retirement or call 271-3351 x272. You may also register by completing the form below and faxing it to the Public Information Office, at 271-6806.

NAME: _____

STATE AGENCY: _____ EMAIL: _____

POSITION _____

HOME ADDRESS: _____

HOME PHONE: _____ WORK PHONE: _____

SESSION DATE: _____ WILL SOMEONE ATTEND WITH YOU? _____
Yes/No

TOPICS YOU WOULD LIKE TO SEE COVERED? _____

Computer Training Programs

The **COMPUTER COURSES** listed below are offered by the NH Division of Personnel using a number of instructors. Please adhere to **PREREQUISITES** when registering. The prerequisites for all classes are listed on the following page.

Product Versions

All computer classes utilize the Windows 2000 Professional or XP Professional Operating System and the suite of Microsoft 2000 Office or Microsoft XP Office products. If the class is not part of the Microsoft Office suite, we try to use the most current version of the product.

If you are using Office 2000 or earlier, do not fear; you may still take the course you desire. Our beginning and intermediate level courses focus on basic and practical skills. Even though the products change approximately every two years, the functionality does not. Cut, copy and paste for instance, has been exactly the same from the earliest Windows based Office products to, and including XP. Another example, the process of creating a spreadsheet has been the same starting with DOS versions of Office to the present Windows XP Excel version.

If you have questions about a product version or the computer class that you need is not listed, please call Jim Ramanek, at 271-3266. Every attempt will be made to provide such training if at all possible and feasible.

We also offer one-on-one training services as well as training at your site. Please contact Jim Ramanek for more information.

Copying Files

Please feel free to bring diskettes to copy and take your work with you. You must virus check each diskette on our Antivirus software prior to using your diskettes. Ask the instructor for assistance.

Please, Please, Please

adhere to the prerequisites for each course.

Please call (271-3266 – Jim Ramanek) if you have any Prerequisites questions.

If you are considering taking a level II course, you must have a fundamental understanding of how the software works. In addition, you must have a thorough understanding of how to work with and within the Windows environment.

Do not take a level II class immediately after taking a level I class. Allow yourself the time to develop practical skill sets and expertise before attempting the level II courses.

Failure to adhere to the prerequisites will result in two things: You will be overwhelmed and in need of a lot of help; the amount of material covered by the class will be dramatically reduced, in some cases by 50 to 75%.

Computer Course Prerequisites

Basic Level courses

Course Name	Days
Basic PC Skills	1
Introduction to Personal Computers	2
Introduction to Microsoft Windows	1

No prior experience required

These courses are useful for anyone who has limited experience with computers or Windows-based programs. The basic level courses cover the components of a personal computer, provide you with general Windows skills plus give you an insight into computer networks and information storage.

Level I (beginning) courses

Course Name	Days
A+ Primer	2
Adobe Acrobat	2
Adobe PageMaker I	2
Crystal Reports I	2
Fireworks 4.0 Introduction	2
Flash MX: Level 1	2
Illustrator 10: Level 1	2
Internet Explorer	2
Introduction to Microsoft Outlook	1
Linux Fundamentals	4
Macromedia DreamWeaver MX I	3
Microsoft Access I	2
Microsoft Excel I	2
Microsoft FrontPage I	2
Microsoft Project I	2
Microsoft Publisher I	2
Microsoft Visio Professional I	2
Microsoft Word I	2
MSDOS I	1
MSDOS II	1
Network+ Primer	2
PhotoShop 7.0: Level 1	2
Project Management Fundamentals	2
Project Management Professional	6
QuickBooks Pro I	2
Technical Support Specialist Program	20
Using Microsoft PowerPoint	2

These courses are useful for anyone who has taken the basic level courses or has enough practical experience to forgo the basic level courses. In order to gauge whether your experience level is appropriate, look at the objectives of the basic level courses. If you understand and can perform the course objectives, you have the appropriate experience.

Level I Prerequisites:

Skills you should possess:

- Have a basic understanding of computers and how computers operate;
- Be able to perform basic mouse and keyboard operations;
- Understand and be able to navigate the windows interface (Desktop);
- Know where to locate and how to use the windows control buttons;
- Be able to manipulate window size and position;

- Understand and use various mouse point and click maneuvers, especially using right clicks and context menus;
- Know how to use the Windows Explorer to create and manage folders.

Level II (intermediate) courses

Course Name	Days
Access 2000 Database Design	2
Access Form Design Workshop	1
Access II	2
Access Query Design Workshop	1
Access Report Design Workshop	1
Adobe PageMaker II	2
Crystal Reports II	2
Excel Formula Workshop	1
Excel II	2
Fireworks 4.0 Advanced	2
Flash MX: Level 2	2
FrontPage II	2
Illustrator 10: Level 2	2
Macromedia DreamWeaver MX II	3
PowerPoint Features & Applications Seminar	1
Project II	2
QuickBooks Pro II	2
Research on the Internet	1
Using Charts in Microsoft Applications Workshop	1
Using the Internet for Business	1
Visio Professional II	2
Word II	2

Level II Prerequisites: These courses are useful for anyone who has taken the level I courses or has enough practical experience to forgo the level I courses. In order to gauge whether your experience level is appropriate, look at the objectives of the level I courses. If you understand and can perform the course objectives, you have the appropriate experience. If not:

Course work:

- The appropriate level I course. If you want to take Access II, you should have taken Access I and you should be able to execute the objectives of the Access level I class.

Experience:

- **Meet Level I prerequisites and you are able to use the application to perform all level I activities comfortably and with confidence**
- Understand and be able to navigate the application interface
 - Understand the structure, function of and how to use the Standard and Formatting toolbars of the application;
 - Understand how the file menu bar options are organized and their function.

Level III (advanced) courses

Course Name	Days
Access III	2
Manipulating Data with SQL (Structured Query Language)	4
Extending Microsoft Access with Visual Basic	3
Crystal Reports III	2
Excel III	2
Illustrator 10: Level 3	2
Web Features in Office 2000	2
Word Booklet and Brochure Workshop	1
Word Form/Template Design	1
Word III	2
Word Merge Workshop	1
Word Table Workshop	1
CISCO Network Devices	3
Enhancing Web Pages with JavaScript	2
Introduction to Web Development using HTML, PHP & MySQL	4
Linux Fundamentals	4
Linux Networking	4
Linux System Administration	3
Optimizing Your Web Site for Search Engines	1
Windows 2000: Installation & Administration	6
Windows 2000: Network Infrastructure Implementation	6
Windows for Windows NT Administrators	6

Level III Prerequisites:

You should have completed all lower level courses and have a **thorough** working knowledge of the application.

You should be able to use the application to perform all level I and II activities with a high level of confidence.

Please check the course description for additional, or more specific, prerequisite information.

Project Management Courses

Project Management Fundamentals

Code: 482
Duration: 2 days
Dates: January 17 & 18, 2006
May 22 & 23, 2006
Time: 9:00 – 4:00
Cost: \$105.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

Project Management Fundamentals overviews the basics of project management. It provides the theory and core methodology you will need to manage projects or participate on project teams. Topics covered include:

- The Project Management Life Cycle
- Setting Up for Success
- The Project Team
- Risk Management
- Project Plans
- The Project Schedule
- The Project Budget
- Project Tracking and Control
- Project Reports
- Project Close-out

Who can benefit: Students who wish to learn how to use project management techniques to plan, organize, control, document, and close out their projects successfully and with minimum risk.

Prerequisites: There are lab files you may need to access on the computer, therefore you must have a working knowledge of your computer's operating system including: starting and shutting-down the computer, using the mouse to access menus, opening and closing windows, and starting and closing applications.

Forensics

Securing Your PC

Code: 723

Duration: 1 day

Date: August 24, 2005

October 19, 2005

Time: 9:00 – 4:00

Number of participants: 8 – 12

Cost: \$45.00

Facility: ASDC, 27 Hazen Drive

There are plenty of malicious programs that pose a threat to your PC, business and personal data. In this course you'll learn about common security threats and their countermeasures, how you're at risk and what you can do to protect your personal and business data from the outside world. This workshop will:

- Introduce PC security and general safe practice guidelines
- Define the biggest threats: Spyware, Adware, Phishing exploits, Spam, Viruses, and Worms.
- Identify software solutions. Download, install and configure software to detect and remove malicious code
 - AntiVirus
 - Adaware
 - Operamail e-mail software
 - NetAnalyzer
 - Browser Helper objects
 - ZoneAlarm personal firewall
 - SpyBot Search and Destroy
 - The Microsoft Malicious Software Removal Tool
- Define preventative maintenance steps that you can take to secure your PC
 - Precautions you can take
 - E-mail security
 - Use and configure Windows Update and Office Update
 - Browser Security
 - Intrusion detection
 -

Who can benefit: Students who wish to learn the most common threats to your PC and data, how to make your PC more secure and what steps you can take to prevent access to your PC and data.

Prerequisites: The computer threats we will be examining are Internet and e-mail based. You should be able to use e-mail software, browse the Internet and download files. You must have a working knowledge of your computer's operating system including: using the mouse to access menus, opening and closing windows, and starting and closing applications.

Computer Courses

Basic PC Skills

Code: 438
Duration: 1 day
Dates: September 7, 2005
February 15, 2006
Time: 9:00 - 4:00
Cost: \$45.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This workshop provides an introduction to basic computer concepts and is for employees who are completely new to using personal computers. The objectives of this workshop are to:

- Provide a general overview of what the personal computer (PC) is
- Understand and use basic computer terminology
- Understand and work within the Microsoft Windows environment
- Learn basic keyboard and mouse skills
- Understand the software application process

The class format consists of short lecture sessions followed by hands-on lab exercises. The pace of this class is purposely **slow**.

Windows 2000, Microsoft Word and Excel are presented and each participant is given the opportunity to see the commonalties between different software applications. The concepts learned in this class will be used every day no matter what application software you actually use at your work site (Word, WordPerfect, Excel, Lotus 123...).

Who can benefit: Employees who have **little** or **no** computer experience with a need to familiarize themselves with basic PC functions using a mouse and application software.

Introduction to Personal Computers

Code: 401
Duration: 2 days
Dates: September 8 & 9, 2005
February 16 & 17, 2006
Time: 9:00 - 4:00
Cost: \$90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This 2-day workshop provides a general introduction to computer hardware and software. The objectives of this workshop are to:

- Provide students with a more in-depth overview of what a personal computer (PC) is
- Provide an overview of how to use the PC and software to accomplish your work

Introduction to Windows XP

Code: 427
Duration: 1 day
Dates: September 22, 2005
February 23, 2006
Time: 9:00 - 4:00
Cost: \$45.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

This course provides practical hands-on training in the fundamental features of Windows XP. Topics include:

- Windows concepts and terminology
- Identification of interface elements
- Customizing the Windows XP Desktop, Task bar, Start button, and Notification area
- How to use the My Computer, Windows Explorer, and Recycle Bin applications
- Learn to use various mouse buttons
- Creating folders and folder management
- Copy/Move documents from one folder to another
- Modifying the Start menu and recently used documents folder
- Create Desktop icons for documents or applications you use frequently

The focus of the class is Windows XP, not application software (Word, Access, Excel...).

Who can benefit: Any employee who has a need to understand and work in the Windows environment.

E-Mail Workshop

Code: 440
Duration: 1 day
Dates: December 6, 2005
May 17, 2006
Time: 9:00 – 4:00
Cost: \$45.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Dr.

This class will be conducted in a workshop format and deals with creating and editing e-mail, including attachments and managing your e-mail using Microsoft Outlook. We will also show you how to mail directly out of Microsoft applications (Word, Excel, PowerPoint and Access).

This class will concentrate on the e-mail aspects of Outlook and Microsoft Office. This is not a class in Outlook. If you want to expand your knowledge of Outlook 2000, consider the Outlook 2000 class instead. Topics covered include: e-mail overview; e-mail considerations; viruses, hoaxes, security issues, creating and editing e-mail documents; sending e-mail; managing e-mail; how to include attachments; how to e-mail directly from Microsoft applications; and how to build and use distribution lists.

This class is highly recommended BEFORE taking the Outlook class

Introduction to Microsoft Outlook

Code: 437
Duration: 1 day
Dates: December 7, 2005
May 18, 2006
Time: 9:00 – 4:00
Cost: \$45.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

Introduction to Outlook provides students with basic knowledge to use the Outlook **personal information manager**.

Students will learn Outlook terminology, how to identify and use interface components and the fundamentals of Outlook as a personal information manager to manage appointments, events, meetings, tasks, contacts and folders as well as to create and manage mail.

The E-mail workshop is strongly recommended before taking this class..

Microsoft Word Level I

Code: 431
Duration: 2 days
Dates: July 11 & 12, 2005
September 28 & 29, 2005
November 30 & December 1, 2005
February 13 & 14, 2006
May 1 & 2, 2006
Time: 9:00 - 4:00
Cost: \$90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This course is designed for new users of Microsoft Word. This workshop introduces participants to the basic skills required to use MS Word. Participants will learn how to: create, save, retrieve, edit, and print documents; navigate through documents, set margins, tab stops, and line spacing; perform character and paragraph formatting; insert special symbols and fields; control page appearance; create headers and footers; work with multiple documents; use proofing tools (spell checker, Thesaurus, grammar checker, AutoText, and AutoCorrect); use the find and replace command; insert files and graphics; and other features of Word. Completion of this workshop provides participants with the skills required to perform basic word processing tasks.

Who can benefit: All employees who need to learn the basic skills necessary to begin using Word 2000.

Microsoft Word Level II

Code: 436

Duration: 2 days

Dates: August 8 & 9, 2005

February 21 & 22, 2006

June 5 & 6, 2006

Time: 9:00 - 4:00

Cost: \$90.00

Number of participants: 8 – 12

Facility: ASDC, 27 Hazen Drive

This course is designed for intermediate users of Microsoft Word. Participants in this course will learn to use the more complex features of Microsoft Word to manage files; create folders, sort, and customize the Word for Windows workspace and toolbars; use styles and document templates; create styles and document templates; use mail merge to create mailing labels, envelopes, and form letters; create and edit tables; use WordArt; create an index and table of contents; create and format document sections; create newspaper style columns; and create basic macros.

Microsoft Word Level III

Code: 452

Duration: 2 days

Dates: March 1 & 2, 2006

June 12 & 13, 2006

Time: 9:00 - 4:00

Cost: \$90.00

Number of participants: 8 – 12

Facility: ASDC, 27 Hazen Drive

Participants in this advanced course will learn to use the more complicated features of Microsoft Word to enhance productivity, develop more vibrant documents and hone their skills. Topics for this class will include: Working with Clip Art, Word art, text boxes and other graphic elements, Creating and customizing Columns, Creating and working with document sections, Using Bookmarks, Using Themes, Creating newsletters, flyers, and documents using graphic elements, and Creating and using basic macros

Word Booklet and Brochure Workshop

Code: 703
Duration: 1 day
Dates: December 5, 2005
Time: 9:00 – 4:00
Cost: \$45.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Dr.

Do you want to create booklets and/or brochures, but you don't have a desktop publishing program? Microsoft Word XP has powerful desktop publishing tools available to its users. Participants in this workshop will learn to:

- Create a tri-fold brochure
- Create a folded booklet
- Use graphic objects, such as clip art, WordArt, and pictures in their publications
- Work with graphic object properties
- Use tables to control text location

Who can benefit: Any employee who needs to work with, or who would like to explore creating booklets and brochures in Microsoft Word.

Prerequisites: Microsoft Word Level I.

Merge Workshop

Code: 445
Duration: 1 day
Dates: December 21, 2005
June 7, 2006
Time: 9:00 – 4:00
Cost: \$45.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This class will be conducted in a workshop format and deals with performing merges using Word 2000. If you need to sharpen your merge skills, this is the class for you. Students will learn how to create data sources from within Word or use external data sources (Access and Excel) to create merged documents (letters, labels). Topics covered include:

- | | |
|--|--|
| • Mail merge overview | • The merge toolbar |
| • Creating a Main Document | • Considerations for Broadcast E-Mail or fax |
| • Creating and working with data sources | • Using Address Book |
| • Working with Merge Fields | • Using Excel as a data source |
| • Merging Data | • Using Access as a data source |
| • Merge process | |

Students should bring questions, problems and may bring in examples. Examples will be dealt with as, and if, time permits.

Microsoft Excel Level I

Code: 430
Duration: 2 days
Dates: August 1 & 2, 2005
September 12 & 13, 2005
October 5 & 6, 2005
November 28 & 29, 2005
January 4 & 5, 2006
April 3 & 4, 2006
May 25 & 26, 2006
Time: 9:00 - 4:00
Cost: \$90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This workshop is designed for new users of Microsoft Excel and introduces participants to the basic skills required to use MS Excel. You will learn how to: design, create, save, retrieve, edit, print, and navigate through worksheets; manage worksheets and workbook files; use cell and range selection techniques; enter data; create and edit uncomplicated formulas and functions, describe and use function arguments and the Function Wizard; link worksheet and workbook data; format a worksheet; use relative and absolute cell addressing features; use productivity features like AutoEntry, AutoCorrect, and the Fill handle; and how to create charts. Completion of this workshop provides participants with the skills required to perform basic spreadsheet tasks.

Who can benefit: All employees who need to learn basic worksheet skills and how to work with worksheet data in any version of MS Excel.

Microsoft Excel Level II

Code: 435
Duration: 2 days
Dates: August 15 & 16, 2005
October 12 & 13, 2005
February 1 & 2, 2006
April 17 & 18, 2006
Time: 9:00 - 4:00
Cost: \$90.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

Participants in this intermediate course will learn to use the more complex features of Microsoft Excel to:

- Construct more complex formulas by combining and nesting formulas and functions
- Use absolute and mixed cell references
- Use Date and Time functions
- Use Text functions
- Use Lookup and reference functions
- Use Logical functions (If)
- Combining functions
- Work with named ranges

The main emphasis in this class is complex formula construction. The class provides lots of hands-on experience creating more and more complex and nested functions. You must have a good understanding of basic formula and function construction.

Who can benefit: All employees who need training in regards to formula and function usage.

Microsoft Excel Level III

Code: 485

Duration: 2 days

Date: September 14 & 15, 2005

April 19 & 20, 2006

June 29 & 30, 2006

Time: 9:00 - 4:00

Cost: \$90.00

Number of participants: 8 - 12

Facility: ASDC, 27 Hazen Drive

The emphasis in this class is complex formula construction and data analysis tools. Participants in this advanced level course will learn to use the database formulas and functions, data analysis tools and how to construct macros. Topics include:

- Managing Lists
- List Manipulation Techniques
- Range Names
- Database Functions
- Data Analysis Tools
- Histogram Distribution Table
- Form Command
- Filtering Records
- Advanced Filter
- PivotTable
- Data Tables
- Macros

Who can benefit: All employees who need advanced training in Excel, especially in regards to list management functions and using data analysis tools.

Excel Macro Workshop

Code: 718

Duration: 2 day

Date: April 24 & 25, 2006

June 26 & 27, 2006

Time: 9:00 – 4:00

Cost: \$90.00

Number of participants: 8 – 12

Facility: ASDC, 27 Hazen Drive

A complete programming language (Visual Basic for Applications) is built into Excel (and all Microsoft products). This two-day course is designed to introduce students to the Excel VBA language and programming environment.

A lecture/hands on lab format will be used. By the end of this course the student will be able to create and edit Excel macros using the macro recorder and the Integrated Development Environment (the Visual Basic Editor) interface. This class is targeted to individuals who have a **solid and thorough working knowledge** of Excel through level II.

Topics covered include:

- Excel macro types
- Recording macros
- Creating, storing, editing, saving and invoking macros
- Understanding and using the Personal Macro workbook
- Introduction to Visual Basic for Applications
- Opening and Using the Visual Basic Editor Window
- Using the Project window interface, VB Toolbar
- Visual Basic Language Syntax
- Variables and data types
- Looping (Select, If, For and Do) and With structures
- Assigning a macro to a toolbar Internet resources including VBA Forums and VBA developer websites
- Understand the relative reference button
- Use the forms toolbar to create buttons
- Creation of user defined functions and subs
- Security levels, settings and digital certificates

Microsoft Access Level I

Code: 432
Duration: 2 days
Dates: July 25 & 26, 2005
August 18 & 19, 2005
October 3 & 4, 2005
November 9 & 10, 2005
January 9 & 10, 2006
February 27 & 28, 2006
April 10 & 11, 2006
May 31 & June 1, 2006
Time: 9:00 - 4:00
Cost: \$90.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

This course is designed for new users of Microsoft Access. Students will learn the **basic** skills required to begin using Microsoft Access and gain a general understanding of relational database concepts. Students will design and create databases, tables, queries, forms, and reports.

- An introduction to databases and database terminology, tables and relationships
- An overview of access objects
- Table Design and creation
- Defining and using primary keys
- Creating table relationships
- Editing, finding, filtering and sorting data
- Creating Select queries, defining criteria
- Creating and using simple forms
- Creating and using simple reports

Completion of this workshop provides participants with the skills required to perform basic database tasks using MS Access.

Who can benefit: Employees using Access who need to learn how to create, use, and maintain databases; create forms; basic queries and reports.

Microsoft Access Level II

Code: 433
Duration: 2 days
Dates: August 22 & 23, 2005
October 10 & 11, 2005
January 11 & 12, 2006
April 12 & 13, 2006
Time: 9:00 – 4:00
Cost: \$90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

Students will learn how to use complex query techniques, multiple criteria, logical operators, generate aggregate totals, use different query type (append, make-table, delete, Update, cross-tab, find duplicate, find unmatched), create efficient forms and reports, and create macros to automate their forms. . Topics include:

- Table design
- Working with multiple tables and table relationships
- Working with referential integrity
- Modifying table design
- Creating complex select queries and using the query properties window
- Using functions and computations in queries
- Using statistical computations in queries
- Creating new fields using queries
- Extracting and concatenating data
- Creating parameter queries and multi-table queries
- Using action queries (Make Table, Update, Delete, Append)

Completion of this workshop provides participants with the skills required to perform basic database queries using MS Access.

Who can benefit: All employees who need advanced training in Microsoft Access queries.

Microsoft Access Level III

Code: 434
Duration: 2 days
Date: September 19 & 20, 2005
January 30 & 31, 2006
May 8 & 9, 2006
Time: 9:00 – 4:00
Cost: \$90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This course provides a more detailed overview of the Access database management system. Topics include:

- Creating combo and list boxes and how forms inherit database properties
- Creating advanced queries using joins
- Working with forms using multiple tables and/or queries
- Working with form sections and property fields
- Performing calculations in forms
- Advanced form design, using sub-forms and command buttons with forms
- Creating Switchboards
- Advanced report design, multi-table reports and mailing labels
- Sorting and grouping report data, creating subtotals and totals in reports
- Working with simple macros
- Importing data into Access

- **This course does not cover Modules.** See Extending Microsoft Access with VBA (Visual Basic for Applications)

Completion of this workshop provides participants with the advanced skills required to create and work with complex forms and reports, create macros and switchboards.

Who can benefit: All employees who need advanced training in Microsoft Access.

Access Database Design Workshop

Code: 443
Duration: 2 days
Date: October 17 & 18, 2005
May 10 & 11, 2006
Time: 9:00 – 4:00
Cost: \$90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This is a workshop, not a class. It is expected that students come into the class with a solid working knowledge of access, have some design experience and have created databases.

This workshop deals with the design of relational databases, database tables and their implementation and is designed for people who have a working knowledge of Access.

Access Database Design Workshop (continued)

Which topics are actually covered depends on the knowledge level of participating students. Possible topics covered include:

- Understanding database systems
- Defining entities and entity attributes
- Understanding the concepts of normalization and denormalization
- Normalization forms and the process to normalize data to the relational model
- NorTypes of relationships (1-1, 1-n, n-n)
- Enforcing database integrity
- Joining types

The above are suggested topics. The topics and material actually covered will be dependent upon student knowledge and ability. The class will move as far and as fast as student ability permits. The concepts are applicable to any version of Access or other database product.

Who can benefit: Any employees who need training in database design or who are in the design phase of database construction.

Prerequisites: Level I and II Access classes.

Using Microsoft PowerPoint

Code: 421

Duration: 2 days

Dates: September 26 & 27, 2005

February 6 & 7, 2006

Time: 9:00 - 4:00

Cost: \$90.00

Number of participants: 8 – 12

Facility: ASDC, 27 Hazen Drive

This workshop is designed for new users of Microsoft PowerPoint and introduces participants to the basic skills required to use Microsoft PowerPoint. Topics include: introduction to the Microsoft PowerPoint window and design tools; presentation design; creating a presentation or slide show; using the drawing tools, inserting clip art and WordArt; organization charts and graphs; using templates and the slide master; managing a presentation using builds and transitions; and creating speaker's notes and audience handouts. Completion of this workshop provides participants with the skills required to create basic PowerPoint presentations.

Who can benefit: Any employee who needs to create and give standup presentations, PC based presentations or slide shows.

Technical Support Specialist Training Program

A program designed to provide personnel with the skills and knowledge needed to become a **Technical Support Specialist**

Sponsored by the Bureau of Education & Training and provided by TechMarket Training, Inc.

This program combines the following courses:

A+ Hardware and Operating System Technician Network+ Technician

Graduation includes a Certificate of Accomplishment and a letter from the Division of Personnel granting the equivalent of one year of experience towards qualification for Technical Support Specialist positions.

The combined course provides both the theory and the hands-on experience required to develop the hard skills and problem solving techniques you need to implement and troubleshoot hardware, software and network related problems. For a list of the specific topics covered, please see the A+ and Network+ descriptions or contact Jim Ramanek.

The coursework is conducted in half-day sessions to provide study time and/or more lab time. Morning sessions (8:30 to 12:30) and evening sessions (5:30 to 9:30) meet twice per week. There is also a lab time requirement. Additional lab time is available for students at the student's request.

Students may access the test preparation software for the COMPTIA A+ and Network+ exams as well as the state Technical Support Specialist I exam.

Daniel Webster College will provide **6** college credits for this training program (3 credits for the A+ component and 3 credits for the Network+ component).

To apply: Complete the Bureau of Education and Training Registration Form for each class and submit to the Division of Personnel, Bureau of Education & Training, 25 Capitol Street, Concord, NH 03301.

Student Loans - This program qualifies for several different types of student loans through TechMarket Training, Inc., including VA loans.

For more information, call Jim Ramanek at 271-3266 (or at james.ramanek@nh.gov).

A+ Hardware and Operating System Technician

Code: 701

Duration: 15 half-days

Date: July 25 – September 14, 2005
Mondays & Wednesdays

TechMarket Training, Inc.
Prescott Park, Building 3, 3rd Floor
105 Loudon Road, Concord

Time: 8:30 AM – 12:30 PM (Nashua)
5:30 PM – 9:30 PM (Concord)

TechMarket Training, Inc.
Daniel Webster College Training Center
20 University Drive, Nashua

Cost: \$1,050.00

Number of participants: 6 – 10

Facility: TechMarket Training, Inc.

This course is designed to provide students with a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking. Students will learn problem-solving techniques and acquire practical troubleshooting skills through extensive hands-on training in order to be able to resolve computer hardware component, software application, and operating system problems.

The focus of this class is hands on development of hard skills in the following areas:

- Hardware Installation, Configuration and Upgrading
- Hardware Diagnosing and Troubleshooting
- Optimizing System Performance
- Hardware Preventive Maintenance
- Motherboard/Processors/Memory
- Printers
- Networking hardware and components
- Operating System Fundamentals
- Operating System Installation, Configuration and Upgrading
- Operating System Diagnosing and Troubleshooting
- Network Operating Systems

Who can benefit:

- Students wishing to pursue A+ COMPTIA Certification will find this course helpful in preparing for the exam.
- This course combined with the Network+ Technician course and the Cabling course will help to prepare students for the State Technical Support Specialist I exam.

Prerequisites: Basic level courses.

Network+ Technician

Code: 702

Duration: 12 half-days

Date: September 26 – November 2, 2005
Mondays & Wednesdays

TechMarket Training, Inc.
Prescott Park, Building 3, 3rd Floor
105 Loudon Road, Concord

Time: 8:30 AM – 12:30 PM (Nashua)
5:30 PM – 9:30 PM (Concord)

TechMarket Training, Inc.
Daniel Webster College Training Center
20 University Drive, Nashua

Cost: \$1,050.00

Number of participants: 6 – 10

Facility: TechMarket Training, Inc.

The Network+ course provides students with technical competency in basic network implementation, administration and support. This course is designed to provide students with a critical knowledge of media, topologies, protocols, standards, network implementation and network support. Students will acquire the basic skills necessary to install, test, maintain and troubleshoot network operating systems and network components. Students will acquire these skills and learn problem-solving techniques through extensive hands-on training. Topics covered include:

- Basic Network Theory
- Media and Topologies
- Common Network Protocols and Standards
- Network Connectivity
- Advanced Network Theory
- OSI Model
- TCP/IP Services, Fundamentals and TCP/IP Suite Utilities
 - Install TCP/IP
 - Define IP addresses
- Network LAN Infrastructure
- Network Configuration, Implementation and Support
 - Physically implement a network
- Maintain And Support the Network
 - Add/modify users, create groups, assign users
 - Add computers to a network
- Network Security issues
- Remote Connectivity
- Identify, Assess, Respond and Resolve common Connectivity issues

Who can benefit:

- Students wishing to pursue Network+ COMPTIA Certification will find this course helpful in preparing for the exam.
- This course combined with the A+ Hardware & Operating System Technician course will help to prepare students for the State Technical Support Specialist I exam.
- Network+ is intended as a student path for entering into networking.

Prerequisites: Basic level courses

Internet Explorer Level I

Code: 426
Duration: 1 day
Dates: December 19, 2005
March 27, 2006
Time: 9:00 - 4:00
Cost: \$45.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Dr.

Participants in this beginner level workshop will learn to use Microsoft Internet Explorer to connect to the Internet and browse the world-wide web. The workshop objectives:

- Provide a general overview of what the world wide web is, how the world wide web is organized and the function of a web browser
- Understand and use basic internet and browser terminology
- Understand and work within the Microsoft Internet Explorer environment
 - Identification of Explorer interface elements
 - Identification and use of the various tool bar icons
- How to:
 - Customize your Internet Options via the Control Panel or Tools option
 - Define a Home Page
 - Manage Temporary Internet Files, History and Cookies folders
 - Set Privacy and Content settings
 - Define which program Windows automatically uses for each internet service
 - Set advanced internet settings, create wallpaper from pictures on the internet, and send a page or link by e-mail
 - Use the Find command to find text on a web page
 - Manage the Favorites folder
 - How to organize Favorites, create and manage favorites folders
 - Gain knowledge about search engines and generally how to use them to search for and retrieve information.
 - Gain knowledge about Viruses, Hoaxes, Firewalls, adware, scam ware and other interesting things.

Who can benefit: Any employee who needs to access and the Internet using Internet Explorer

Prerequisites: Basic Level courses

Research on the Internet

Code: 460

Duration: 1 day

Date: December 20, 2005

March 28, 2006

Time: 9:00 - 4:00

Cost: \$45.00

Number of participants: 8 – 12

Facility: ASDC, 27 Hazen Dr.

Learn to more effectively conduct research on the Internet. Learn which search engine is most effective for the type of information for which you are searching. Learn skills for developing more effective search criteria. Topics covered include:

- What you can find on the internet
- The research process
- Finding people, businesses and organizations on the internet
- Using subject trees
- Effectively using search engines
- Using Boolean operators to enhance your search
- Phrase searching
- Using proximity functions
- Using wildcards and truncation
- Research tools and file formats
- Free on the web

Who can benefit: Any employee who needs to search the Internet for information.

Prerequisites: Basic level courses **and** Internet Explorer

New Hampshire Certified Public Manager Program

Schedule of Core Courses for 2005

Level I (These courses are for employees presently enrolled in the 2005 Certified Public Supervisor program)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>	<u>Cost</u>	<u>Tracks</u>
Supervising Employee Performance	21	August 3, 4 & 5 August 10, 11 & 12 August 17, 18 & 19	9:00-4:00	Franklin Pierce	Free	1 & 4 2 & 5 3 & 6
Introduction to Continuous Process Improvement / #600	14	September 1 & 2 September 8 & 9 September 15 & 16	9:00-4:00	Franklin Pierce	\$70	1 & 6 2 & 5 3 & 4
Excellence in Supervision: The CPS Capstone / #037	7	October 7 October 14 October 21	9:00-4:00	Franklin Pierce	\$35	1 & 3 2 & 4 5 & 6

Level II (These courses are for employees presently enrolled in the 2004/2006 Certified Public Manager program)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>	<u>Cost</u>	<u>Tracks</u>
CPM Capstone Program	7	October 28	9:00-4:00	Franklin Pierce	\$35	All Tracks

Graduation: November 4, 2005 at Howard Recreation Facility, NH Hospital

Schedule of Courses for 2005/2006

Level I (These courses are for employees presently enrolled in the CPMP)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>	<u>Tracks</u>
Orientation	7	August 22	9:00-4:00	Franklin Pierce	All Tracks
Myers-Briggs Type Indicator	7	September 6 September 13 September 20	9:00-4:00	Franklin Pierce	1 & 2 3 & 4 5 & 6
Introduction to Time Management	7	September 7 September 14 September 21	9:00-4:00	Franklin Pierce	1 & 2 3 & 4 5 & 6
Understanding & Valuing Differences	14	October 3 & 4 October 10 & 11 October 17 & 18	9:00-4:00	Franklin Pierce	1 & 4 2 & 6 3 & 5
Creative Problem Solving	21	November 7 & 8 November 14 & 15 November 28 & 29	9:00-4:00	Franklin Pierce	1 & 6 2 & 5 3 & 4
Introduction to Supervision	14	December 1 & 2 December 8 & 9 December 15 & 16	9:00-4:00	Franklin Pierce	1 & 3 2 & 4 5 & 6
Supervising Employee Performance	21	January 10, 11 & 12 January 17, 18 & 19 January 24, 25 & 26	9:00-4:00	Franklin Pierce	1 & 4 2 & 5 3 & 6
Interviewing Techniques	7	February 7 February 14 February 21	9:00-4:00	Franklin Pierce	1 & 5 2 & 3 4 & 6
Personnel Appeals	14	February 9 & 10 February 16 & 17	9:00-4:00	Franklin Pierce	1, 2 & 3 4, 5 & 6

Level I (Continued)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>	<u>Tracks</u>
Conflict Management	14	March 7 & 8 March 14 & 15 March 21 & 22	9:00-4:00	Franklin Pierce	1 & 2 3 & 4 5 & 6
Effective Speaking & Presentation	14	April 4 & 18 April 5 & 19 April 6 & 20	9:00-4:00	Franklin Pierce	1 & 4 2 & 5 3 & 6
Legislative Process	7	April 11 April 12 April 13	9:00-4:00	Franklin Pierce	1 & 4 2 & 5 3 & 6
Introduction to Continuous Process Improvement	14	May 2 & 9 May 3 & 10 May 4 & 11	9:00-4:00	Franklin Pierce	1 & 6 2 & 5 3 & 4
Comprehensive Exam	7	June 6 June 7 June 8	9:00-4:00	Franklin Pierce	1 & 3 2 & 4 5 & 6
Excellence in Supervision: The CPS Capstone	7	June 13 June 14 June 15	9:00-4:00	Franklin Pierce	1 & 3 2 & 4 5 & 6

Level II (These courses are for employees presently enrolled in the 2005/2006 CPM Program)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>
Orientation / Assessment Seminar	7	August 29	9:00-4:00	Franklin Pierce
DISC Personality Profile (Unless taken within the past two years)	7	September 16	9:00-4:00	Franklin Pierce
Project Management	14	October 5 & 6	9:00-4:00	Franklin Pierce
Critical Thinking for Managers	14	October 24 & 25	9:00-4:00	Franklin Pierce
Collective Bargaining / Managing in a Union Environment	7	November 16	9:00-4:00	Franklin Pierce

Level II (Continued)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>
Project Consultations	21	December 12, January 9 and March (date TBA)	9:00-4:00	Franklin Pierce
Negotiation Techniques	21	January 4, 5 & 6	9:00-4:00	Franklin Pierce
State Budget & Purchasing	7	February 1	9:00-4:00	Franklin Pierce
Workers Comp/ADA/Sexual Harassment	7	February 15	9:00-4:00	Franklin Pierce
Using Numbers to Persuade & Inform	7	March 22	9:00-4:00	Franklin Pierce
Strategic Planning	21	April 7, 14 & 21	9:00-4:00	Franklin Pierce
Ethics & Integrity in Managing Government Programs	7	May 18	9:00-4:00	Franklin Pierce
Comprehensive Exam	7	June 8	9:00-4:00	Franklin Pierce
CPM Capstone Program	7	June 16	9:00-4:00	Franklin Pierce

Graduation: June 30, 2006 at Howard Recreation Facility, NH Hospital

Human Resource Management Certificate Program

Schedule of 2005/2006 Courses

<u>Course Title</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>
Introduction to Human Resources	September 15	9:00-4:00	Franklin Pierce
Myers-Briggs Type Indicator (MBTI)	September 27	9:00-4:00	Franklin Pierce
Understanding & Valuing Differences	October 24 & 25	9:00-4:00	Franklin Pierce
Human Resources and the Law	November 1 & 2	9:00-4:00	Franklin Pierce
Collective Bargaining Managing in a Union Environment	November 16	9:00-12:00 1:00-4:00	Franklin Pierce
Introduction to Supervision	December 19 & 20	9:00-4:00	Franklin Pierce
Supervising Employee Performance	(choice of the following presentations) January 10, 11 & 12 January 17, 18 & 19 January 24, 25 & 26	9:00-4:00	Franklin Pierce
Benefits & Compensation	February 17	9:00-4:00	Franklin Pierce
Interviewing Techniques	February 28	9:00-4:00	Franklin Pierce
Health & Safety	March 8	9:00-4:00	Franklin Pierce
Dealing with Difficult People	March 16	9:00-4:00	Franklin Pierce
Motivation	April 12	9:00-4:00	Franklin Pierce
Ethics & Integrity in Managing Government Programs	May 18	9:00-4:00	Franklin Pierce

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